IP-Based Voice Communications System

Request for Proposal

Friday, September 11, 2015
Scope and Specifications of the Proposal

SCOPE: The intent of the RFP is to procure a premise-based or hosted countywide IP-Based Communications solution for Morrison County.

Morrison County reserves the right to modify the Scope and Specifications as circumstances require, including but not limited to adding, changing, or deleting proposed locations.

PROPOSAL SUBMITTED BY:

(Company Name)

(Address)

(State/Zip Code)

(Typed Name of Person Submitting the Proposal)

(Phone #) (email)

(Date of Proposal Submission)
IMPORTANT DATES:

- Request for Proposal Issued: September 11, 2015
- Last Day for Questions: September 28, 2015 by 12:00 PM CDT
- Last Addendum Issued: October 6, 2015
- Proposal Due Date: 12:00 PM CDT October 23, 2015
- Project Completion: February 26, 2016

SEALED SUBMITTAL REQUIREMENTS: One original and five (5) paper copies, one (1) electronic copy in PDF format for a total of seven (7) complete sets of the Proposal for a Telephone System shall be SEALED and submitted on or before 12:00 PM CDT October 23rd, 2015. Send proposals to the following address:

| One original for time/date stamp, five (5) paper copies, and one (1) electronic copy with original. |
| Morrison County Administration       |
| Attn: Beth Hamlin                    |
| 213 SE 1st Ave                      |
| Little Falls, MN 56345              |

PROJECT MANAGERS

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<thead>
<tr>
<th>Name</th>
<th>Title</th>
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<tbody>
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Proposal is to be signed only by persons authorized to enter into a contract with Morrison County.

RESPONDENT’S SIGNATURE

COMPANY NAME
Acronyms for IP-Based Voice Communications System

ACD   Automatic call distributor
APC   American Power Conversion
CCS   Common Channeling Signaling
CDT   Central Daylight Time
CLID  Calling Line Identification
CMOS  complementary metal oxide semiconductor
CTC   Consolidated Telephone Company
      LAN   Local Area Network
DHCP  Dynamic Host Configuration Protocol
DID   Direct Inward Dial
DNIS  Dialed Number Identification Service
DTMF  Dual Tone Multi Frequency Signaling
IP    Internet Protocol
JTAPI Java Telephony Application programming interface
LDAP  Lightweight Directory Access Protocol
MGCP Media gateway control protocol
NPA   Number Plan Area
NXX   Exchange after an area code
OET   Office of Enterprise Technology
PBX   Private Branch exchange
PoE   Power over Ethernet
PRI   Primary Rate Interface
PSTN  public switched telephone network
QOS   Quality of Service
RFP   Request for proposal
RTP   Real-time Transport Protocol
SMDR  Station Message Detail Recording
SNMP  Simple Network Management Protocol
TAPI  Telephony Application programming interface
TDM   time division multiplexed
UDP   User datagram protocol
UPS   Uninterruptible Power Supply
VLAN  Virtual local area network
VM    Voicemail
VMS   Voice Mail System
WAN   Wide Area Network
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Submittal Requirements and Proposal Format</td>
<td>6</td>
</tr>
<tr>
<td>2  Terms and Conditions</td>
<td>12</td>
</tr>
<tr>
<td>3  Overview</td>
<td>18</td>
</tr>
<tr>
<td>4  Key System Requirements</td>
<td>19</td>
</tr>
<tr>
<td>5  Scope of Services</td>
<td>21</td>
</tr>
<tr>
<td>6  General Roles and Responsibilities</td>
<td>23</td>
</tr>
<tr>
<td>7  Base Telephone System Requirements</td>
<td>30</td>
</tr>
<tr>
<td>8  Optional Telephone Equipment and Service</td>
<td>46</td>
</tr>
<tr>
<td>9  Data Network Requirements</td>
<td>54</td>
</tr>
<tr>
<td>10 County Responsibilities</td>
<td>55</td>
</tr>
<tr>
<td>11 Cost</td>
<td>55</td>
</tr>
<tr>
<td>12 Bill of Material and Equipment Specifications</td>
<td>55</td>
</tr>
<tr>
<td>13 Respondent Assumptions</td>
<td>55</td>
</tr>
<tr>
<td>14 Installation Methodology and Drawings</td>
<td>56</td>
</tr>
<tr>
<td>15 Acceptance Testing</td>
<td>56</td>
</tr>
<tr>
<td>16 Software Upgrades and LDAP Interface</td>
<td>56</td>
</tr>
<tr>
<td>17 Respondent and Subcontractor Qualifications, Support Capabilities, and References</td>
<td>57</td>
</tr>
<tr>
<td>18 Project and Maintenance Team</td>
<td>60</td>
</tr>
<tr>
<td>19 Exceptions and Clarifications</td>
<td>60</td>
</tr>
<tr>
<td>20 Exhibits</td>
<td>60</td>
</tr>
</tbody>
</table>
1 **SUBMITTAL REQUIREMENTS AND PROPOSAL FORMAT**

1.01 **Proposal Clarification Questions:** After reviewing all proposals received in response to this RFP, the County may develop a list of clarification questions to be addressed by the Respondent. The County or its agent shall send these questions to the Respondent for clarification. The Respondent shall provide a response within three (3) working days following the inquiry.

1.02 **Submittal Requirements:** Proposals shall be submitted by tab number as instructed below. The Respondent agrees and shall comply with all provisions and specifications as stated in this RFP unless otherwise stated in the Exceptions section of this RFP. Any additional cost or factors to meet a specification or requirement must be noted in the Exceptions section. Failure to respond to these requirements may result in the proposal being considered non-responsive.

A. **Tab 1 – Minimum Criteria**
   1. Cover letter – with overall price, any special conditions, and signature(s)
   2. A brief profile of the firm, including the following:
      i. A brief history of the business
      ii. Organizational structure of business
   3. The overall qualifications of the business to provide the services requested

B. **Tab 2 – Required Documents**
   1. Proposal Bond (original – with seal – in original Proposal)
   2. Proof of required insurance
   3. Certifications and/or letter from manufacturer(s) that the firm is an authorized installer and maintenance provider
   4. Five-year maintenance support guarantee from manufacturer and Respondent
   5. Addenda – Any addenda issued subsequent to the release of this solicitation must be signed and returned with the firm’s proposal. Failure to return signed addenda may be cause for the proposal to be considered non-responsive.

C. **Tab 3 – Executive Summary/Overview**
   1. Written summary of the understanding of the scope of work to be performed
   2. Technical summary of the system proposed, including details about any “improvements” over and above the base request (for example, resiliency/redundancy, system management, database consolidation, or larger number of ports).

D. **Tab 4 – Main Body of Response (Sections 1-8)**

E. **Tab 5 – Cost**
F. Tab 6 – Bill of Material, Equipment Specifications, and Drawings  
G. Tab 7 – Respondent Assumptions  
H. Tab 8 – Installation Methodology and Drawings  
I. Tab 9 – Acceptance Testing  
J. Tab 10 – Software Upgrades and LDAP Interface  
K. Tab 11 – Respondent and Subcontractor Qualifications, Support Capabilities, and References  
L. Tab 12 – Project Team and Maintenance Team Resumes/Certifications  
M. Tab 13 – Exceptions and Clarifications  
N. Tab 14 – Exhibits  
O. Tab 15 – Sales Documents and Brochures  

1.03 Exceptions to the RFP: Respondents may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified in the Exceptions section, and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the County, and a description of the advantage to be gained or disadvantages to be incurred by the County as a result of these exceptions.

1.04 Alternate Proposals: Respondents who wish to submit an alternate premise-based proposal may do so. If more than one proposal is submitted, all must be complete and comply with the instructions set forth in this RFP.

1.05 Respondent Contact/Questions about the RFP:  
A. Respondent communications shall be limited to contacts defined herein. Failure to comply with this provision may result in disqualification or evaluation penalty.

B. It shall be the Respondent’s responsibility to learn all aspects of the RFP requirements. Should any details necessary for a clear and comprehensive understanding be omitted or any error appear in the RFP documents, or should the Respondent note facts or conditions that in any way conflict with the letter or spirit of the RFP documents, it shall be the responsibility of the Respondent to obtain clarifications before submitting a proposal.

C. Questions may be submitted until 12:00 PM on 9-28-15. After that time, no further questions shall be accepted. Submit questions to: Beth Hamlin at bethh@co.morrison.mn.us.

1.06 Addenda: It is incumbent upon each Respondent to carefully examine all specifications, terms, and conditions contained herein. Any inquiries, suggestions, or requests concerning interpretation, clarification, or additional information shall be made in writing, through the recipient named above. (See 1.05 C.) The County shall not be responsible for any oral representation(s) given by any employee, representative, or others. The issuance of a written addendum is the only official method by which interpretation, clarification, or additional information can be given. No addenda shall be issued later than five (5) business days prior to the date for
receipt of proposals, except an addendum postponing or withdrawing the request for proposals. Respondents must acknowledge receipt of addenda in their proposals.

1.07 **Request for Proposal:** It is the sole responsibility of the Respondent to ensure that they have received the entire Request for Proposal.

1.08 **Proposal Bond:** A Proposal Bond in the amount of 5% of the proposal price, payable to Morrison County, is required for this RFP. The Proposal Bond can be in the form of a bond or cashier’s check. The bond shall be issued by a corporation authorized to contract as surety in the State of Minnesota. The bond or cashier’s check shall not expire until the Contract is awarded and shall guarantee that (1) a Respondent shall not withdraw its proposal after the closing time and date of this RFP, or (2) the awarded Respondent shall promptly execute a Contract and deliver any specifications required by the County prior to start-up of the Contract. The bond or cashier’s check shall be invoked by the County to ensure payment of the Respondent of damages incurred by withdrawal of a proposal, or failure to enter into a Contract after award. Proposal bonds, without interest, shall be returned upon receipt of appropriate insurance documents and/or a Performance Bond, where/if applicable. No proposal shall be considered without a proper form of security.

1.09 **Performance Bond:** The successful Respondent shall furnish within ten (10) days of notification of award a Performance Bond in the amount of 100% of the proposed price, payable to Morrison County as security for the faithful performance of the Contract. The bond shall be issued by a corporation authorized to contract as surety in the State of Minnesota. An attorney in fact who signs a Performance Bond must file with the bond a certified copy of his/her power of attorney to assign said bond. The surety and form of the bonds shall be subjected to the approval of the contracting authority. The awarded Respondent, upon failure or refusal to furnish within ten (10) days of notification the required Performance Bond, shall pay to the County, as liquidated damages for such failure or refusal, an amount in cash equal to the Proposal Bond.

1.10 **Payment Bond:** The successful Respondent shall furnish within ten (10) days of notification of award a Payment Bond in the amount of 100% of the proposed price, payable to Morrison County as security for payment as required by statute of all persons supplying labor and material. The bond shall be issued by a corporation authorized to contract as surety in the State of Minnesota. An attorney in fact who signs a Payment Bond must file with the bond a certified copy of his/her power of attorney to assign said bond. The surety and form of the bonds shall be subjected to the approval of the contracting authority. The awarded Respondent, upon failure or refusal to furnish within ten (10) days of notification the required Payment Bond, shall pay to the County, as liquidated damages for such failure or refusal, an amount in cash equal to the Proposal Bond.

1.11 **Descriptive Material:** The County is not responsible for locating or securing any information that is not identified in the Respondent’s proposal and reasonably available to the County. To ensure that sufficient information is available, Respondent must furnish as a part of the proposal all descriptive material necessary for the County to (1) determine whether the product offered meets the requirements of the RFP and (2) establish exactly what the Respondent proposes to furnish in terms of supplies, materials, and services.
1.12 **Network Diagram:** Voice and Data Network diagrams shall be submitted with the RFP. The diagrams shall include the proposed system network, connections to the PSTN, location of equipment, migration path, etc.; and must clearly differentiate between equipment included in the proposal, and that expected to be supplied by the County. Any and all drawings and/or diagrams must include sufficient detail and legends to enable interpretation by the reader.

1.13 **Subcontractors:** If Respondent’s organization will use subcontractors, they must be identified under the References tab of your response.

1.14 **Replacement of Vendor Staff:**

   A. Only in exceptional circumstances may the Vendor replace staff that is responsible for performing the Services.

   B. Without the prior written consent of Morrison County, the Vendor is not entitled to replace, either temporarily or permanently, the staff who are responsible for performing the Services. Morrison County will not withhold its consent without good reason and is entitled to attach certain conditions to its consent. The fees charged for the staff originally deployed on the Contract may not be raised if they are replaced.

   C. If Morrison County wishes to replace staff that is responsible for performing the Services, because it feels that this is either necessary or desirable in the interests of the success of the Contract, the Vendor will comply with Morrison County’s request. The fee charged will not be any higher than the Contract rate as applied to the staff replaced, and shall be reduced if equitable.

   D. If staff responsible for performing the Contract is replaced, the expertise, qualifications and experience of the replacement staff deployed by the Vendor should be at least equal to those of the original staff.

1.15 **Information System Security:**

Information system security (ISS) is the protection of the integrity, availability, and confidentiality of automated information and the resources used to access, enter, store, process, and communicate the information.

   A. The Vendor is obliged to ensure that any of its Staff who works on the Contract, in so far as such work is performed on Morrison County’s premises, observe Morrison County’s security procedures and internal rules. Morrison County will periodically advise the Vendor about these procedures and rules.

   B. Morrison County is entitled to require certificates of good conduct to be produced in respect of the Vendor’s Staff, at least three days before they start work on Morrison County’s premises.

   C. Morrison County may require Vendor to carry out and report the results of periodic security checks on members of the Vendor’s Staff who are or are to be deployed on the Contract, in accordance with the rules usually applied by Morrison County. Morrison County is entitled to refuse to
allow any person whose background is unsatisfactory to Morrison County to work on the Contract.

D. The Vendor also agrees that any and all employees of the company that will be performing work on the law enforcement side of Morrison County’s network will be required to submit to fingerprinting and criminal history checks, as well as any other pre-requisites deemed necessary considering the work proposed to be done.

E. The Vendor will adopt and maintain commercially reasonable, industry standard or better policies and procedures for remote access, security and mobile devices, to minimize third party security risks. Vendor shall also adhere to all Morrison County remote access, security, mobile device or similar policies and other requirements. The Vendor is required to sign Morrison County’s participating member remote access, security and other documents necessary to gain access to the participating members’ systems and/or networks. The Vendor is required to ensure that all Vendor employees and/or agents abide by Morrison County; then-current remote access and security requirements, including such restrictions that will prevent or limit the storage or remote access to data of Morrison County.

1.16 Request for Additional Information: Prior to the final selection, Respondents may be required to submit additional information regarding the Respondent’s qualifications and experience that the County may deem necessary to further evaluate the proposal’s qualifications.

1.17 Proposal Award: The RFP consists of a base proposal configuration that shall be accepted or rejected in its entirety and proposal options that the County may accept or reject individually without regard to the listing order of the option, but only as the County determines is in its best interest.

1.18 Right to Accept/Reject: The County reserves the right to reject any or all proposals and waive any irregularities. The County also reserves the right to choose the proposal that is deemed in the best interest of the County based on any or all criteria, etc. In addition, the County reserves the right to negotiate any or all items and terms of proposal.

1.19 After Hours Cost: The cutover shall take place after hours (at a time to be determined), and work shall occur over a weekend. These costs shall be included in the total price presented in the RFP response.

1.20 Denial of Reimbursement: The County shall not reimburse Respondents for any costs associated with the preparation and submittal of any proposal, or for any travel and/or per diem costs that are incurred.

1.21 Gratuity Prohibition: Respondents shall not offer any gratuities, favors, or anything of monetary value to any official, employee, or agent of Morrison County for the purpose of influencing consideration of this proposal.

1.22 Right of Withdrawal: A proposal may not be withdrawn by the contractor for a period of ninety (90) days following the time and date designated for receipt of proposals and each Contractor so agrees by submitting a proposal.

1.23 Rights to Submitted Material:
A. All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and other documentation submitted by Respondents shall become the property of Morrison County when received.

B. The County reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the Respondent of the conditions contained in this Request for Proposal.

1.24 **Selection Criteria:** Proposals shall be evaluated based on, but not limited to, the following criteria:

   A. Cost – The price included in the RFP response shall be the price evaluated. There SHALL NOT be an opportunity for a BEST AND FINAL OFFER. Respondent is encouraged to include their best prices in their initial response. Evaluation shall include up-front and maintenance costs as well as long-term price protection.

   B. Technology – Ability to meet the County’s telecommunication configuration goals, hardware/network configuration, features & functionality, system management, Energy Star rating, and telephones.

   C. Respondent/Manufacturer – Financial stability, references, installation methodology, project and maintenance teams experience and certifications, and long-term product support.

   D. Support – Number of trained technicians, remote and on-site response time guarantee, dispatch distance, remote monitoring maintenance capabilities, prior support experience with Morrison County and adherence to maintenance requirements.

1.25 **Selection Committee:** Proposals may be evaluated by a Selection Committee. The Selection Committee may request, at its discretion, any or all Respondents to provide on-site demonstrations of the proposed system.

1.26 **Submittal of Qualifications:** Respondents should submit experience and qualifications as described in the RFP. Additional information may be submitted as appropriate to further describe vendor and provide product capabilities.
2 TERMS AND CONDITIONS

2.01 Contract: Any award of a contract resulting from this RFP will be made only by written authorization from Morrison County upon approval by the Morrison County Board of Commissioners. The Sample Contract is included in the Exhibits section as 20.03. The contract between Morrison County and the Contractor shall consist of (1) the Request for Proposal (RFP) and any amendments thereto and (2) the proposal submitted by the Contractor in response to the RFP. In the event of a conflict in language between these two documents, the provisions and requirements set forth and/or referenced in the RFP shall govern. The County also reserves the right to clarify any contractual relationship in writing with the concurrence of the Contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Contractor’s proposal. In all other matters not affected by the written clarifications, if any, the RFP shall govern.

2.02 Termination/Cancellation of Contract: Morrison County may cancel the contract at any time for breach of contractual obligation, convenience, or non-appropriation of funds by providing the Contractor with a written notice of such cancellation. Should the County exercise its right to cancel the contract for such reasons, the cancellation shall become effective on the date as specified in the notice of cancellation sent to the Contractor.

2.03 Compliance with Laws: In connection with the furnishing of supplies or performance of work under the contract, the Contractor agrees to comply with the Fair Labor Standard Act, Equal Opportunity Employment Act, and all other applicable Federal and State laws, regulations, and executive orders to the extent that the same may be applicable, and further agrees to insert the foregoing provision in all subcontracts awarded hereunder.

2.04 Incurred Expenses: This RFP does not commit the County to award a contract, nor shall the County be responsible for any cost or expense that may be incurred by the Respondent in preparing and submitting the proposal called for in this RFP, or any cost or expense incurred by the Respondent prior to the execution of a contract agreement.

2.05 Indemnification: The Contractor agrees it shall defend, indemnify, and hold harmless the County, its officers, and its employees against any and all liability, loss, costs, damages, and expenses, including attorney’s fees that the County, its officers, or its employees may hereafter sustain, incur, or be required to pay arising out of the negligent or intentional acts or omissions of the Contractor's officers or employees.

2.06 Morrison County Insurance Requirements

   A. Provider shall not commence work under the Contract until it has obtained at its own cost and expense all insurance requirements herein. All insurance coverage is subject to approval of Morrison County and shall be maintained by Provider until final completion of the work.

   B. Workers Compensation. Insurance covering all employees meeting statutory limits in compliance with the applicable state and federal laws. The coverage must include Employers’ Liability with limits of $500,000 for each claim; $500,000 for each occurrence and $500,000 aggregate.
C. **Comprehensive General Liability.** Coverage shall have minimum limits of $1,500,000 per occurrence and $2,000,000 general aggregate, Combined Single Limit for Bodily Injury Liability and Property Damage Liability. This shall include Premises and Operations; Independent Contractors; Products and Completed Operations (if applicable); Contractual Liability; Explosion, Collision and Underground (XCU); Hazard Liability (if applicable): Personal Injury Liability; and Aircraft and Watercraft Liability (if applicable).

D. **Business Auto Liability.** Coverage shall have minimum limits of $1,200,000.00 and $400,000.00 per person per occurrence, Combined Single Limit for Bodily Injury Liability and Property Damage.

E. **Liability.** This shall include: Owned Vehicles, Hired and Non-Owned Vehicles and Employee Non-Ownership.

F. **Professional Liability.** Coverage shall have minimum limits of $500,000.00 per claim, $1,500,000.00 per occurrence, and $2,000,000.00 aggregate limit.

G. **Special Requirements:**

1. Morrison County is to be included as an *Additional Insured* on both the Comprehensive General Liability and Business Auto Liability Policies.

2. Current, valid insurance policies meeting the requirements herein identified shall be filed with Morrison County before the contractor commences a project and maintained during the named project’s duration. Renewal Certificates shall be sent to Morrison County within thirty (30) days prior to any expiration date. There shall also be a thirty (30) days notification to Morrison County in the event of cancellation or modification of any stipulated insurance coverage.

3. It shall be the responsibility of the Contractor to insure that all subcontracts comply with the same insurance requirements that he/she is required to meet.

**Safety:**

2.07 Respondent shall take the necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Respondent shall at all times comply with the regulations set forth by federal, state, and local laws, rules, and regulations concerning OSHA and all applicable state labor laws, regulations, and standards. The Respondent shall indemnify and hold harmless the County from and against all liabilities, suits, damages, costs, and expenses (including attorney's fees and court costs) that may be imposed on the County because of the Respondent’s, Subcontractor’s, or supplier's failure to comply with the regulations.

2.08 **Ownership of Work Product(s):** Any work product, including but not limited to software programs, documentation, memoranda, correspondence, and/or files generated by the Contractor in the course of this work for the County is the sole property of the County. All work products must be surrendered to the County at the completion of the Contract. The Contractor shall prepare and maintain all records.
required by the County to substantiate the amount and types of services rendered and for other purposes. The County shall inform the Contractor of the need for and nature of all such records.

2.09 **Warranty of IP-Based Communications System:** In a contract resulting from this RFP, Contractor shall warrant that during the warranty period, all hardware, equipment, and licensed software (including third-party software installed or recommended by Contractor or its subcontractors) of the integrated telephone system solution shall perform at a minimum in all material aspects within the specifications and functional requirements defined by the Scope of Service/Work of the RFP. The foregoing representations and warranties shall be in force as to each version or release of software, system, components, networks, and equipment.

2.10 **Independent Contractor:** Nothing contained in this agreement is intended or should be construed as creating the relationship of co-partners or joint ventures within the County. The Contractor shall remain an independent contractor, and all employees of the Contractor or its subcontractors shall remain the employees of the Contractor or subcontractor and shall not become the employees of the County. No tenure or any rights or benefits, including worker’s compensation, unemployment insurance, medical care, sick leave, vacation leave, severance pay, or other benefits available to County employees shall accrue to the Contractor or employees of the Contractor performing services under this agreement.

2.11 **Nondiscrimination:** All Contractors agree that during the life of the contract, the Contractor shall not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status, disability, sexual orientation, age, religion, or status with regard to public assistance, and shall intend a similar provision in all subcontracts entered into for the performance thereof. All proposals shall be accompanied by a signed statement of this fact, with failure to sign reason for proposal rejection.

2.12 **Default and Cancellation:**

A. If the Contractor fails to perform any of the provisions of this Request for Proposal or so fails to administer the work as to endanger the performance of the contract, this shall constitute default. Unless the Contractor's default is excused, the County may, upon written notice, immediately cancel this agreement in its entirety.

B. Back orders, failure to meet delivery requirements, or failures to meet specifications in the contract authorizes the ordering entity to cancel the contract, or any portion of it, purchase elsewhere, and charge the full increase in cost and administrative handling to the defaulting Contractor. In the event of default, the County reserves the right to pursue any other remedy available by law. A Contractor may be removed from the Contractors list, suspended, or debarred from receiving a contract for failure to comply with terms and conditions of the contract or for failure to pay the County for the cost incurred on the defaulted contract.

2.13 **Severability:** Every section, provision, or part of this agreement is declared severable from every other section, provision, or part thereof, to the extent that if any section,
provision, or part of this agreement shall be held invalid by a court of competent jurisdiction, it shall not invalidate any other section, provision, or part thereof.

2.14 **Third-Party Products:** Contractor agrees to assign or pass through to the County or otherwise make available for the benefit of County, any manufacturer’s or supplier’s warranties applicable to any third-party software, hardware, or equipment provided by Contractor or its subcontractors under a contract resulting from this RFP.

2.15 **Title to Software:** By submitting a proposal, the Respondent represents and warrants that it is the sole owner of the software or, if not the owner, that it has received all legally required authorizations from the owner to license the software, has the full power to grant the rights required by this solicitation, and that neither the software nor its use in accordance with the contract shall violate or infringe upon any patent, copyright, trade secret, or any other property rights of another person or organization.

2.16 **New Material:** Unless otherwise provided for in this specification, the Respondent represents and warrants that the goods, materials, supplies, or components offered to the County under this RFP solicitation are new, not used or reconditioned. It represents that they are not of such age or so deteriorated as to impair their usefulness or safety and that the goods, materials, supplies, or components offered are current production models of the respective manufacturer.

2.17 **Ownership of Intellectual Property:** All copyright and patent rights to all papers, reports, forms, materials, creations, or inventions created or developed in the performance of this contract shall become the sole property of the County. Upon request, the Contractor shall promptly provide an acknowledgment or assignment in a tangible form satisfactory to the County to evidence the County’s sole ownership of specifically identified intellectual property created or developed in the performance of the contract. This excludes ownership of proprietary software belonging to the vendor, except software developed specifically for the County for which the County pays.

2.18 **Term of Software License:** Unless otherwise stated in the solicitation, the software license(s) identified in the pricing schedule shall be purchased on a perpetual basis and shall continue in perpetuity. The County reserves the right to terminate the license at any time, although the mere expiration or termination of this contract shall not be construed as intent to terminate the license. All acquired license(s) shall be for use at any computing facilities, on any equipment, by any number of users, and for any purposes for which it is procured. The County further reserves the right to transfer all rights under the license to another state agency to which some or all of its functions are transferred.

2.19 **Return of Assets:** Except as otherwise provided in the Contract, or upon termination of the Contract, the Contractor shall return all County-owned assets, including, but not limited to stored data and information, and shall delete and remove all trace of such data and/or information from any of Contractor’s systems or subsystems, as well as any Sub-Contractor’s systems and/or subsystems.

2.20 **Excessive Downtime:** Equipment or software furnished under the contract shall be capable of continuous operation. Should any part of the equipment or software become inoperable for a period of more than four (4) hours, the Contractor agrees to pro-rate maintenance charges to account for each full hour of inoperability beyond
four (4) hours. The period of inoperability shall commence upon initial notification. In the event the equipment or software remains inoperable for more than three (3) consecutive calendar days, the Contractor shall promptly replace the equipment or software at no charge upon request of the County. Such replacement shall be with new, or refurbished product(s) of comparable quality, and must be installed and operational within three (3) consecutive calendar days following the request for replacement.

2.21 **Firearms:** No provider of services pursuant to this Contract, including but not limited to employees, agents, or subcontractors of the Contractor, shall carry or possess a firearm on County premises or while acting on behalf of Morrison County pursuant to the terms of this agreement. Violation of this provision shall be considered a substantial breach of the Agreement and is grounds for immediate suspension or termination of this contract.

A. Other Contract Terms:

1. **Compliance with Laws/Standards**

2. **General:** The Contractor shall abide by all Federal, State, and local laws, statutes, ordinances, rules, and regulations now in effect or hereinafter adopted pertaining to this Contract or to the facilities, programs, and staff for which the Contractor is responsible.

3. **Licenses and Permits:** The Contractor shall procure all licenses, permits, or other rights necessary for the fulfillment of its obligation under this Contract. The Contractor indemnifies, saves, and holds harmless the County and any agents, commissioners, officers, employees, or volunteer workers thereof from any and all claims, demands, actions, or causes of action of whatsoever nature or character arising out of, allegedly arising from, or related to the execution or performance of the services of the successful Respondent provided for herein.

4. **Force Majeure:** Neither party shall be held responsible for delay or failure to perform when such delay or failure is due to any of the following, unless the act or occurrence could have been foreseen and reasonable action could have been taken to prevent the delay or failure: fire, flood, epidemic, strikes, wars, acts of God, unusually severe weather, acts of public authorities, or delays or defaults caused by public carriers, provided the defaulting party gives notice as soon as possible to the other party of the inability to perform.

5. **Inability to Perform:** Contractor shall make every reasonable effort to maintain staff, facilities, and equipment to deliver the services to be purchased by the County. The Contractor shall immediately notify the County in writing whenever it is unable to provide the agreed upon quality and quantity of services or reasonably believes it is going to be unable to provide this level of service. Upon such notification, the County shall determine whether such inability requires a modification or cancellation of this Contract.
B. In the event the County terminates the Contract for cause in whole or in part as provided above, the County may procure, upon such terms and in such manner as the County may deem appropriate, services similar to those so terminated, and the Contractor shall be liable to the County for any excess costs for such similar goods or services. The Contractor shall continue the performance of the Contract to the extent not terminated under the provisions for this section.

C. The rights and remedies of the County provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.

D. Payment Terms: Payment terms shall be event based and negotiated with the successful vendor prior to contract signing. The County shall issue no payment until they have verified the invoice. The County shall retain at least 10% of all authorized payments until acceptance of the work is authorized.

E. Software Licensing Agreements: Within the RFP response, Contractor agrees to provide copies of software licensing agreements for all proposed software applications and operating systems.
3 **OVERVIEW**

This RFP documents Morrison County’s requirements for an IP-based voice communications system. The proposed IP communications system must be able to support all the required call processing, voice messaging, management and administrative features of this RFP. In addition, the proposed IP communication system must be capable of meeting anticipated growth without major system cost (i.e. forklift upgrade). This Request for Proposal is intended to provide a standard base from which to evaluate alternatives for communications systems and to allow the vendor flexibility in proposing the most appropriate and cost-effective system. The acceptance of a proposal does not obligate Morrison County to purchase a system from any vendor. Morrison County reserves the right to reject all proposals and not make a decision. All costs for proposal preparation are the responsibility of the bidder. After receipt of the proposal and prior to signing the contract, Morrison County reserves the right to modify the system requirements by adding or deleting specific equipment or optional features.

Morrison County is looking for an IP voice solution. Bidders should use their knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed Morrison County requirements.

3.01 **Experience and Existing Customers:**

Prerequisites: All prospective Proposers must meet or exceed the following:

A. Proposer must provide three references of installations.

B. Proposer must provide a reference where they have installed and maintain the telephone system at a city, county, school district, or business enterprise.

C. Proposer must provide two references that demonstrate all of the following:

1. The Proposer must have sold and installed hardware architecture identical to that in which is being proposed, with at least 100 integrated stations in a networked environment.

2. Proposer must possess extensive knowledge of all equipment proposed and must have at least one year of experience with the same system(s) in an effectively similar environment.

3.02 **Evaluation of Price Proposal:**

The price included in the RFP response will be the price evaluated. There will NOT be an opportunity for a best and final offer. Proposers are encouraged to include their best prices in their initial response.
KEY SYSTEM REQUIREMENTS

Vendor Experience and Vision: Evaluation of the vendor's experience in building intelligent network infrastructures and implementing Internet technologies.

Vendor Support/Service Capabilities: Remote serviceability, technical support of the entire communication system and applications.

IP-based Voice capabilities and Intelligent Network Infrastructure: Integration of voice applications with a converged Internet Protocol (IP) solution. Ability to provide highly reliable and available switching systems, a wide variety of interfaces to the PSTN and legacy TDM equipment, and choice of analog or IP phones for endpoints including users, modems, fax machines, conference rooms, etc.

Reliability: Vendor’s system must not have a single point of failure. The system should have better than “five-9’s” reliability. Vendor must supply phone sets with inline power (not local wall outlet) for power fail dial tone availability. Phones in remote locations must maintain all features in the event of fiber or T1 line outage.

Voice Quality: Must be toll quality voice. Latency must not exceed 35 milliseconds in one direction. QOS must not require infrastructure upgrades. QOS should be provided in a simple manner, i.e. a single UDP port rather than requiring network upgrades and separate VLAN’s for voice and data.

Vendor support for Open System Standards: The vendor should be committed to supporting open system industry standards, such as G.729, 802.1p and 802.1q, MGCP, RTP, TAPI, JTAPI, etc. IP handsets must use a standard signaling protocol (i.e. MGCP). All features must be available on analog sets. System must support and be certifiable with any switch or router from any vendor.

Voice Messaging: A Scalable, cost-effective voice messaging solution that supports both telephone and desktop access; that also supports unified messaging with standard desktop and cloud-based email solutions such as Microsoft Outlook, Microsoft Office365 and multi-system voice mail networking.

System Administration: Single point of management from any point on the network for all components including the PBX, voicemail, auto attendant, ACD and unified messaging system. Maximum flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment through a standard browser-based interface.

Scalability: Modular, cost-effective growth in both phones and applications over the next five-five years. Fork-lift upgrade scenarios will not be acceptable.

Simplicity of Installation: Ease of installation and configuration will be important. Vendor should provide system project management tool for implementation planning.

Training and Usage: System must be easy to use and easy to learn and administer.

Requirements for Morrison County’s IP Communications System:
Morrison County requires the following:

A. Morrison County seeks a solution that integrates its communications system with a Voice Over Internet Protocol integrated voice and data system. All existing telephones should be replaced with equivalent new IP phones that support basic telephony features. An employee should be able to log in anywhere on the network and potentially the internet, automatically receive calls without administrative intervention.

B. Morrison County also requires voice mail for all users and unified messaging for approximately 266 (current subscribers) of the 498 phones.

C. The two Morrison County remote locations (Public Works, and Juvenile Justice) should be connected to the main location via T1 line or via fiber connection. Each location should be able to access all the features and functionality available at the main site. System directories, class of service for telephony capabilities, trunk group access, should apply to all locations.
5 Scope of Services

5.01 The County plans to procure a premise-based or hosted County-wide telephone system to replace the current Centrex network and anticipates that the system shall be completed prior to February 26, 2016.

5.02 Upon completion of this project, the County shall have a telecommunications system/service provider capable of providing the following:

A. Platform – All locations shall be served by a single IP/IP hybrid premise-based or hosted telephone platform capable of providing survivability, feature transparency, and business continuity across all locations on the network. Each model of telephone shall be the same at all locations.

B. Dial Plan – Three-digit dialing shall be utilized between all locations on the voice network without the need for an access code.

C. Voice Mail – The voice mail system shall support integration with the County’s MS Exchange 2010 e-mail platform and will be able to support Exchange 2013 & 2016 and Outlook 2013 & 2016 and Office 365.

D. Fault Tolerance – The telephone system shall be redundant and shall be designed to ensure that internal and external traffic can be rerouted or reconnected in the event of a system, network, or PSTN failure.

E. Survivability – The IP telephones at all locations shall retain feature functionality during an outage of the primary controller/server or if the WAN connection is lost, and shall have continued access to locally equipped trunks.

F. System Management – The management systems shall provide a single point of access to the system for day-to-day administration, reporting, and telephone system maintenance.

G. Unified Communication – The system shall optionally support a wide variety of applications, including presence, instant messaging, mobility, collaboration, desktop video conferencing, and PC desktop call control.

H. ACD – The system will support automatic call distribution and reporting. The system shall also allow agents to work from any location on the voice network, and any securely connected remote location.

I. UPS- The existing UPS systems may need to be upgraded to provide a minimum of one half hour of battery backup for all voice and data components in the County.

J. Contractor – The solution shall be provided by an experienced Contractor who has extensive IP telephony, data networking, contact center, and unified communications experience. The Contractor shall provide a turnkey system including but not limited to all hardware, software, installation, training, and support.

5.03 Existing Infrastructure
A. The County’s primary telephone infrastructure consists of a mix of digital, IP and analog Centrex service to all facilities.
   1. All locations are served by CTC.

B. Data Network Electronics – Cisco PoE (see Data Network Section 9)

C. Wide Area Network – see Connections Diagram, in Exhibits Section 20.
   1. State of Minnesota OET Connection:

D. Cable
   1. CAT 3 or higher cable shall continue to be utilized to support fax and modem connections.
   2. The County shall provide CAT 5 or higher to support the IP voice and data network.

E. UPS
   1. Government Center
      i. The Government Center is equipped with UPS system and backup generator power.
      ii. Public Works is equipped with UPS system

F. E-mail Platform
   1. Server: Exchange 2010 and hybrid Exchange online. (version constantly changing)

G. Call Recording Devices: The Sheriff and Social Services departments utilize digital recording devices that are plugged directly into the telephone handset port. The County intends to continue to utilize these devices with the new system. If they are not supported on the proposed system, the respondent must include in their cost an alternate recording solution for these phones which will integrate with the County’s Winscribe Dictation System Version 4.
6 General Roles and Responsibilities

6.01 Permission to Proceed

A. The Contractor’s first task shall be to submit a Statement of Work with an estimate of schedules and benchmarks. The document should identify in detail the exact tasks that the County and Contractor must perform and/or be responsible for in order to accomplish the delivery and installation of the system. The Contractor shall project delivery date and installation period by function (cable, under-carpet wiring, switch, stations, etc.), which shall allow the Contractor to meet the required completion date.

B. The Contractor shall provide the County with shop drawings of the proposed equipment placement for each location prior to the procurement of equipment or commencement of work. The Contractor shall make corrections and additions as necessary to the design documents. Equipment lists, data sheets, etc., shall be provided in MS Word, MS Excel, and MS Visio compatible formats.

C. The submittals must be received and approved by the County prior to the procurement of material or the commencement of work. Any procurement or work performed prior to this approval is at the Contractor’s own risk and expense.

D. The project timeline shall not be altered due to lateness of submittals. The Contractor shall remain bound to deliver a timely, complete, and finished project as stipulated in their contract.

E. The failure of the Contractor to provide submittals as required herein may result in the cancellation of the contract.

F. Contractor must obtain the County’s permission before proceeding with any work necessitating cutting into or through any part of a building structure.

6.02 Damage and Cleanup

A. Existing floors, walls, ceilings, or any structural piece shall not be drilled or cut without prior approval of the County. The Contractor shall be held responsible for and make payment on any damage caused from the delivery and/or installation of its work.

B. The Contractor shall keep the premises clean from debris and rubbish. After each workday, the Contractor shall remove any rubbish or waste from the working area. If the County is required to clean up, the cost shall be charged back to the Contractor.

6.03 Project Manager

A. The Contractor shall appoint a Project Manager who shall be the main point of contact regarding the project for the County. The Project Manager is responsible for the following:

1. Ensuring the contract is completed successfully in a timely manner.
2. Guaranteeing the work and performance of all employees and subcontractors that have been hired by the Contractor.

3. Completing and submitting all required submittals and documentation.

4. Attending all project coordination and/or construction meetings as required by the County, plus chairing a weekly project status meeting throughout the duration of the project.

5. Maintaining the project status meeting minutes and distributing them to all participants within two days following the meeting, including action items and those responsible.

6. Providing written status reports to the County Project Manager(s) monthly.

7. Informing the County of all unexpected conditions and problems that may result in delay or expense. The Contractor must report issues immediately upon discovery and must provide the County with the option(s) for resolving them.

B. If the Contractor seeks to change the Project Manager during the course of the project, such change is subject to Section 1.14 Replacement of Vendor Staff.

C. The County reserves the right to request a new Project Manager during the course of the project if the Project Manager does not perform to the County’s satisfaction.

D. The Contractor shall re-verify closet locations with the County’s Project Manager prior to installation.

E. Prior to ordering, furnishing, or installing any equipment, the Contractor shall obtain the County’s written approval of equipment, locations, layout, and installation.

F. If other Contractors’ work delays the Contractor, that information must immediately be communicated to the County’s Project Manager(s) and appropriate extra time may be allowed. Shipping delays are the sole responsibility of the Contractor.

6.04 Cable Management System

A. The Contractor shall use the County’s cable management system where equipped to provide a neat and efficient means for routing and protecting fiber and copper cables and patch cords on telecommunication racks and enclosures.

6.05 Installation Requirements

A. The Contractor shall perform the upgrades, installation, configuration, user and administrative training for the County’s personnel, and support of the proposed systems.

B. Contractor and/or its subcontractors are fully authorized/certified to supply, upgrade, install, configure, provide warranty service, and troubleshoot/support the proposed equipment.
C. All installing personnel have completed certified manufacturer training, or the Contractor shall contract with manufacturer for installation of all proposed components.

D. For any equipment items/systems accepted by the County and made part of the contract, the delivery, installation, configuration, testing, user training, and documentation must be included in the project schedule.

E. The Contractor shall take responsibility for proper ordering, shipping charges and delivery of all component parts. This includes any components to be ordered from any third-party companies. The Contractor shall be responsible for proper storage of delivered equipment.

F. The personnel listed in the Respondent’s proposal shall be the personnel assigned to this project. If changes are required, the Contractor shall gain written approval from the County’s Project Manager(s) prior to assignment of substitutes.

G. Manufacturer(s) or a certified training agency’s training must be offered to the County employees on products supplied.

H. The Contractor has, with staff employees, previously configured and operated a system with components as quoted.

I. Any technician(s) dispatched to install or fix a failed component shall have been factory trained and certified by the manufacturer of the proposed equipment. The Contractor is responsible for following industry standards and all manufacturer installation and maintenance practices.

J. The Contractor is responsible for working with the appropriate County personnel to understand its IP addressing scheme and for implementing this scheme in the furnished devices. Currently, the County uses a mixture of static addressing and DHCP. The County shall work with the vendor to enable DHCP addressing for all telephony devices.

K. The Contractor must install hardware in a secure manner. Screws shall be tightened to a torque just sufficient to secure equipment without deforming washers beyond their original diameter.

L. All rack-mount equipment shall be secured as recommended by the manufacturer with consideration to airflow, power, and patch cable connections.

M. The Contractor shall be responsible for labeling all cables and equipment components installed as part of this project. In doing so, make the labeling of each component:
   1. Unique, to prevent it from being confused with other similar components.
   2. Legible and permanent enough to last the life of the component. Handwritten labels shall not be permitted.

N. Velcro straps shall be installed snugly without deforming cable insulation. Straps shall be spaced at uneven intervals not to exceed 4-feet.
O. The Contractor shall make the system properly operational and physically secure by mounting equipment and related accessories into furniture, consoles, and racks as required. Manufacturer’s guidelines for installation shall be followed. Discrepancies in installation procedure or inability to complete a given task due to a shortage of materials or malfunctioning equipment shall be reported to the County immediately upon discovery.

P. Systems described in this document, once configured by the Contractor, shall be delivered to the customer installation location and installed by the Contractor without any additional cost or expense to the County, and the County shall not be deemed to have accepted any equipment until the date of system acceptance.

Q. The Contractor shall unpack equipment from shipping material and organize equipment into the kits from which it shall be used. This includes checking to ensure that all equipment is complete and fully functional. Empty boxes and packaging shall be neatly organized per the County’s instructions and removed if requested.

R. The Contractor shall be responsible for the removal of existing equipment not incorporated. That equipment shall be inventoried, boxed, and removed by Contractor and placed in a specified location as designated by the County. The boxes shall clearly show the inventoried contents. The County shall be responsible for disposal of equipment.

S. Client quantities included in this RFP are estimates. The Contractor shall be required to perform station surveys to verify quantities. Any increases in components prior to acceptance shall be at pre-cutover costs, and deletions shall not be charged restocking fees.

T. The Contractor shall supply one complete set of hardware and software documentation/manuals for all provided items at no additional cost.

6.06 Security

A. When deploying any product, software, or application associated with this RFP, the Contractor shall harden the resulting system(s). Hardening includes the following actions:

1. Determining the purpose of the system and minimum software and hardware requirements

2. Documenting the minimum hardware, software, and services to be included on the system

3. Installing the only the minimum hardware, software, and services necessary to meet the requirements using a documented installation procedure

4. Installing necessary operating system and software patches/updates

5. Installing the most secure and up-to-date versions of applications

6. Configuring privilege and access controls by first denying all, then granting back the minimum necessary to each user
7. Configuring security settings as appropriate, enabling allowed activity and disallowing other activity
8. Enabling logging sufficient for the County telephony staff to determine equipment faults or configuration problems in the telephony equipment
9. Archiving the configuration and checksums in secure storage prior to system deployment
10. Testing the system to ensure a secure configuration
11. Using secure replication procedures for additional, identically configured systems, making configuration changes on a case-by-case basis
12. Changing all default passwords to complex passwords that meet minimum County security standards
13. Testing the resulting systems

6.07 Project Closeout and Acceptance

A. Punch List – Work or materials found to be incomplete, of unsatisfactory quality, failing to meet the specifications in the RFP package and resulting contract, and/or unacceptable to the County shall be documented in a punch list by the County and provided to the Contractor to rectify. This shall be a living document, accessible by all Project Managers, both County and Contractor, for the duration of the project, until all items are complete.

B. Punch List Approval – The punch list shall be considered complete only after having been signed by the County.

C. Acceptance – Acceptance shall occur after all of the following conditions have been met:
   1. All items/systems have been delivered, installed, configured, tested, and transitioned into service.
   2. The system, including all ancillary devices, applications, and options made part of the contract, has had 30 consecutive days with 100 percent availability.
   3. All of the work has been completed in accordance with the contract and RFP specifications (including testing procedures as outlined in the accepted response).
   4. Training as specified is complete.
   5. The system operates in conformance with manufacturer's published specifications.
   6. Public Switched Telephone Network connections with desired local and long distance call routing options requested by the County (least cost, next best route, etc.) are all functioning correctly.
   7. All of the documentation requirements have been met.
8. All outstanding punch list items have been completed.
9. The system post-cutover requirements have been completed.
10. The Contractor has supplied test results needed to verify compliance with the specifications found in this RFP package.
11. The Contractor has certified in writing to the County that the system is installed and operational in accordance with these specifications and is ready for use.
12. The County or the County’s designated representative has inspected the installation and provided written approval.
13. Software refresh has been completed (to ensure all systems operate on the latest software).
14. All cabling has been properly dressed, labeled and documentation delivered.
15. All training as described in the RFP has been completed.

D. At this time, upon the County’s written acceptance, operational control becomes the responsibility of the County. This constitutes Date of Acceptance. The warranty for the entire system and all components begins as of this date.

6.08 Service and Support

A. Server and Software Maintenance – The Contractor shall provide all necessary server and software maintenance on a turnkey basis during the first year warranty period and any subsequent maintenance term. The Respondent shall be responsible for operating system and database tuning, patches, hardware, and software diagnosis, recovery, and version upgrades as needed. Contractor shall work directly with the County on application modifications, diagnosis, recovery, customization, configuration, and how-to questions. Contractor shall manage backups of data, application, operating system, and database management system as required to provide for full recovery in the event of a disaster or hardware failure. The Contractor shall coordinate and work with the server hardware maintenance provider in the diagnosis and repair of the server hardware. Contractor shall perform restores and recovery without the County’s assistance.

B. Warranty Period and Maintenance – The Contractor, by entering into a contract with the County, warrants and represents that all materials, equipment, and services delivered to the County pursuant to the contract conforms to all of the specifications contained or referred herein. The Contractor further guarantees to replace all materials, equipment, software, or services that may be rejected by the County due to defective materials or workmanship for a minimum of one year following final acceptance of all systems. Failure or neglect of the County to require compliance with any term or condition of the contract specifications shall not be deemed a waiver of such term or condition.
C. The following must be included in the warranty period and under maintenance contract:

1. Monday-Friday, 8:00 a.m. - 5:00 p.m. call-out on minor alarms

2. Seven day per week 24-hour call-out coverage shall be provided for the items listed below.
   i. Critical alarms
   ii. System outages including 10% or more of telephones or trunks at any County location or department

3. Three-hour on-site response time for critical alarms and system outages

4. Software upgrades

5. Patches

6. Corrective maintenance

7. All labor except for upgrades to major software releases

8. Materials

9. Four-hour replacement on all core call control components on the telephone and voicemail systems and PRI services

10. Next business day for non-critical components

11. Remote support

12. Telephone support to assist County IT personnel with technical and system management issues and questions

13. Database backups for business continuity

14. Off-site software storage

15. Work to completion

16. 24 hour x 7 days a week service center

17. 24 hour x 7 days a week alarm monitoring and remote trouble resolution (Respondent must include all hardware and software required to support this application in base telephone system cost.)

D. Maintenance Guarantee – A signed letter from both the Respondent and manufacturer is required guaranteeing maintenance of the proposed system over its five (5) year (or otherwise stated) life. Should the manufacturer discontinue this product or cease to do business, the Respondent guarantees to stock an adequate supply of components to maintain the system over its five (5) year life. Further, should the Respondent cease to do business, the manufacturer guarantees to provide components and services for this installation over its five (5) year life.
7 BASE TELEPHONE SYSTEM REQUIREMENTS

7.01 Telephone and Voice Mail Design Requirements

A. The premise based or hosted telephone and voice mail systems shall have a single database to administer, provide survivability, offer feature transparency across all locations, and utilize the County’s WAN/LAN to provide service between the locations specified in this RFP.

B. The telephone platform shall be designed and configured to ensure all IP telephones and PRI gateways have a secondary call control/server that they can re-register with should their primary call control/server fail or be unavailable.

C. All locations shall be designed to be survivable to ensure that all IP telephones shall continue to function and that internal and external traffic, including voice mail terminations, shall be rerouted to the PSTN network over locally equipped trunks if the WAN connection or hosted service is unavailable.

D. All trunks, including digital and analog, shall be accessible from any location on the network.

E. The telephone platform shall be sized and equipped based on the current specifications provided in Telephone System Configuration Table below:

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<tr>
<th>Building</th>
<th>Core/Survivable</th>
<th>Analog Stations</th>
<th>Digital Stations</th>
<th>IP Stations</th>
<th>OPX Locations</th>
<th>800 Service</th>
<th>Analog COT</th>
<th>Total DID’s</th>
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**Phone Types**

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</table>

7.02 Basic Telephone System Features Requirements – Features (both those enumerated and those referenced) may be “called” something else, but the functions those features provide must be available as described or better.

A. ACCOUNT CODE CAPABILITY – An adjunct to Station Message Detail Recording, which allows a station user to enter a cost accounting or client billing code into the system after dialing a long distance number.

B. AREA/OFFICE CODE RESTRICTION – The ability of the switching system to selectively identify six-digit area and office codes and either allow or deny passage of long distance calls to those specific six-digit...
codes. This type of restriction is usually provided on a trunk group basis and on an “allowed” rather than “denied” basis.

C. AUTOMATIC CALL DISTRIBUTION SERVICE – Indicates the ability of the system to offer uniform distribution of incoming calls to station users (called agents) on a random basis or to the station that has received the fewest calls. This facility generally includes the capabilities to queue, on a first-in, first-out basis, a predetermined number of delay announcements; to identify incoming calls; to transfer to supervisory positions; to transfer to other groups of agents; and to originate non-ACD calls.

D. AUTOMATIC RECALL – After a prescribed period of time, this feature automatically alerts the attendant of a camped-on or unanswered call completed through the attendant position. This enables the attendant to give a status report to the calling party.

E. AUTOMATIC RINGBACK ON HELD CALL – When a station user or attendant places a given line circuit on hold and goes on-hook, the held line shall automatically revert to an incoming call condition after a prescribed period of time.

F. CALL BACK QUEUING – Allows a station user encountering an all-trunks-busy condition to activate the Call Back Queuing (CBQ) feature and hang up. When a circuit becomes idle, the system shall recall the user, and when the person answers, the system shall automatically place the call.

G. CALL FORWARDING ALL, BUSY OR RNA – Allows a station user to program at any time any internal station number (or the attendant), and when activated by the station user, all incoming calls to this station shall be automatically re-routed to that preprogrammed number.

H. CALL FORWARDING EXTERNAL – The ability to forward a call to a telephone number external to the system (local or long distance).

I. CALL PARK – Once a call is placed in the “park” condition, any station within the system may retrieve it by either dialing the appropriate access code or by pressing a special feature button on a station instrument.

J. CALL WAITING – The ability to hear or produce a beep tone to a busy phone, alerting the user that another call is ringing in. The user then has the choice to alternate between calls, hang up on the original call and take the new call, or ignore that beep tone.

K. CLASSES OF SERVICE – An industry term referring to the capability of assigning to each station within a system a variety of allowed or denied types of calls on both an incoming and an outgoing basis. In some systems, this further extends to “programming” specific stations for access to specialized system features. Each system has a predetermined number of such “classes” available for assignment to any station.
L. CONFERENCE CALLS – The ability to connect, in any combination of internal and external parties as long as at least one party to the conference call is the initiating internal party.

M. DIRECTED CALL PICK-UP – A station user is able to answer calls ringing on any other station within the system by dialing a unique answer code of that particular station to be answered.

N. DISTINCTIVE RINGING – Provides a unique pattern of station ringing to permit the user to distinguish internal from external calls.

O. DO NOT DISTURB – A facility that allows a station user, upon dialing a special code, to “busy-out” the station for temporary periods of time when the user does not want to be disturbed. A corresponding special code must be dialed to re-establish service to the station. While in activation, this facility does not prevent the station from initiating calls.

P. FIXED NIGHT SERVICE – An arrangement used to route incoming central office calls, normally answered at the attendant position, to pre-selected stations within the system when the attendant is not on duty.

Q. FLEXIBLE NIGHT SERVICE – Permits the attendant to set up night connections in accordance with day-to-day requirements, with full flexibility in the assignment of incoming trunks to various stations. Such night service assignments must be established by the attendant on each occasion they are activated.

R. HOT-LINE STATIONS – Instruments are specially programmed to dial a specific internal station number or “0” for the attendant when the station user goes off-hook.

S. INTERCEPT TREATMENT - ATTENDANT – For calls that cannot be completed by the switching system, automatic routing takes place to the attendant.

T. INCOMING DIGIT MANIPULATION – Ability to add, strip, or completely change the digits of any incoming DNIS, DID, or Tie Line number in order to reroute the call to the appropriate location.

U. GROUP CALL PICKUP – A station user may dial a special code to answer any incoming calls ringing in another designated call pickup group.

V. LAST NUMBER REDIAL – Memory contained either within the system common equipment or within the station instrument; enables the station user to dial a special access digit and activate a speed calling treatment of the last 10 numbers that were dialed or received from/at that station instrument.

W. LEAST COST ROUTING WITH 6-DIGIT SCREENING – The ability to screen the first six digits of the dialed number, normally the NPA and NXX, to determine the least expensive trunk group on which to route the call.
X. MESSAGE WAITING – The ability to activate a message waiting lamp on the user’s telephone from the attendant console, telephones with appropriate class of service, and voice mail systems.

Y. MULTIPLE TRUNK GROUPS – An indication that the switching system is capable of being equipped (and accessed accordingly by station dialing) for more than one group of outgoing trunk circuits.

Z. MUSIC ON HOLD ACCESS - SYSTEM – Centralized availability of customer-provided audio source input for system-wide distribution to all “held call” conditions within the system, both for attendant and station use.

AA. 911 DIAL PLAN – Users must be able to dial either 9-911 or 911 for access to emergency services. If a caller dials 911, the system should automatically insert the trunk access code (usually a 9).

BB. OUTGOING TRUNK CAMP-ON PRIORITY – Applying to any trunk group within the system, this facility allows the station user, upon encountering an All Trunks Busy condition, to dial an access code or press a feature button that puts them in queue for an available trunk. The station’s queue priority may be assigned on a Class of Service basis.

CC. PC-BASED SOFT PHONES – IP telephone functionality and complete feature functionality on a PC without the use of an actual telephone instrument. (All major functions must operate under low bandwidth conditions.)

DD. PROGRAMMABLE OUTGOING NUMBER DISPLAY – Allows the outgoing calling line identification for each telephone to be changed to any 10-digit number.

EE. SPEED CALLING - STATION – Allows station users to assign abbreviated codes to certain frequently called numbers, usually associated with outgoing Central Office calls.

FF. SPEED CALLING - SYSTEM – Allows any user on the system to dial abbreviated codes to certain frequently called numbers, usually associated with outgoing Central Office calls.

GG. STATION MESSAGE DETAIL RECORDING – Provides a record of calls placed to or from a telephone station or attendant console, including starting time, call duration, all digits of the called/calling number, and the specific trunk or trunk group used.

HH. TOUCH-TONE CALLING – A station and attendant dialing arrangement whereby industry-standard Dual Tone Multi-Frequency signaling is issued at all instruments, softphone and the attendant console.

II. TRAFFIC REPORTS – Provides the customer with detailed data on the traffic carried by the switching equipment, including peg counts, CCS (centum call statistics) measurements and overflow measurements for all trunks and trunk groups’ attendant consoles, stations, features, and any time slot sensitive infrastructure of the proposed system.
JJ. TRUNK ANSWER FROM ANY STATION – A night service facility activated by the attendant, whereby incoming calls normally directed to the attendant activate a common alerting system (bells, gong, etc.) on the customer’s premises. These incoming calls from non-restricted stations thereby “meet” the incoming call.

KK. TRUNK-TO-TRUNK CONNECTIONS - ATTENDANT – An attendant is able to establish a connection between any two trunk circuits that terminate in the system.

LL. TRUNK-TO-TRUNK CONNECTIONS - STATION – A system may provide this feature in either or both of two versions. (1) A station already in connection with either an incoming or outgoing trunk circuit is able to use the Add-on Conference circuitry to affect a conference with another trunk circuit. (2) Once a three-way conference is so established, the system shall maintain control and supervision of the two trunk circuits in connection.

MM. TRUNK VERIFICATION BY CUSTOMER (Attendant) – Applying only to Switched Loop Consoles, the attendant is able to access individual trunks by dialing an access code followed by the specific trunk number for purposes of testing to verify supervision and transmission.

NN. UNIFORM CALL DISTRIBUTION – Similar to Automatic Call Distribution Services, the facility permits incoming Central Office calls to be terminated directly from the Central Office to the idlest of a prearranged group of stations without attendant assistance or intervention.

OO. VERIFIED FORCED AUTHORIZATION CODES (VFAC) – VFAC supplements the Forced Account Code (FAC) feature. Like the FAC, VFAC requires that a code be entered when an outside call is attempted. The difference is that VFAC checks the code entered against an internal database for accuracy. If the code is genuine, the call is allowed to proceed. If it is invalid, the system returns a reorder tone.

The code can be between 4 and 16 digits in length and is specified on a system-wide basis. The codes are randomly generated by the system and are assigned by the programmer.

PP. VOICE PAGING ACCESS – Allows attendants and station users to dial access customer-provided loudspeaker paging equipment.

7.03 Maintenance Alarm Requirements

A. The system should define an alarm as an event that takes place when an anomaly is detected and corrective action is required.

B. There are three classes of alarms:

1. Critical – Indicates a loss of service that demands immediate attention. This alarm invokes system fail transfer.

2. Major – Indicates a fault that affects service to many users. Usually results in major degradation in service and requires attention to minimize user concerns.
3. Minor – Indicates any fault that does not fall into any of the above two classes (e.g., single set or single trunk failure).

C. An alarm condition is cleared when the fault is resolved.

7.04 Security Requirements

A. The system offers comprehensive Toll Control as an integral part of the Call Control. It allows restriction of user access to trunk routes and/or specific external directory numbers. It also allows Class of Restriction (COR) and Class of Service (COS) features that can substantially reduce the risk of toll fraud.

B. Authorized access to the system tools provides protection for various administration commands from unauthorized users. The web-based system tools are as follows:
   1. System Administration
   2. Group Administration
   3. Personal Desktop User

7.05 Telephone Desktop Sets Requirements – The phones shall be manufactured in accordance with FCC hearing aid compatibility technical standards codified at 47 C.F.R. § 68.316 and the Telecommunications Act of 1996. The desktop phones should be comparable to features that are already in use with the current phone types along with the appropriate user profile for the IP phone type and size. All phones must be gig-speed.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Type 1</th>
<th>Type 2</th>
<th>Type 3</th>
<th>Add On Module</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Telephone</td>
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<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Message Waiting</td>
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<tr>
<td>Hold Button</td>
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<tr>
<td>Volume Control</td>
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<tr>
<td>Transfer</td>
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<tr>
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<tr>
<td>Headset Jack</td>
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<tr>
<td>Wireless Headset Hook Switch Control (EHS)</td>
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<td>X</td>
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<td></td>
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<tr>
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<td>X</td>
<td></td>
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<tr>
<td>802.3af</td>
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<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>(2) 10/100/1000 Switch Port</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Phone types are in reference to size i.e. Type 1 = Small (i.e. 1603 or 9601)
Type 2 = Medium (i.e. 1608 or 9611)
Type 3 = Large (i.e. 1616 or 1621)
7.06 Networking Requirements

A. The telephone system supports three digit dialing to all locations without dialing a leading digit.

B. The telephone system allows users to transfer calls across the internal network. There shall be no limit on the number of times a call can be transferred between locations, and the system shall utilize trunk optimization to ensure that redundant paths are released when both the transferred and terminating station/trunk are within the same network location.

C. If a call is transferred across the internal network, it recalls the original phone on a busy or no answer condition.

D. Users with LCD phones shall have caller ID name and number appear on display before answering when a call originates over the internal network.

E. The following features should be available from one site to another over an internal transparent network:
   1. Callback busy/no answer
   2. Call forwarding
   3. Call hold
   4. Called line identity
   5. Calling line identity
   6. Camp on
   7. Conferencing
   8. Distinctive ringing
   9. Do not disturb
   10. Centralized SMDR
   11. Centralized voice mail
   12. Centralized trunks

F. PRI trunks shall terminate at specified County locations and shall be accessible by all locations on the network.

G. Proposed system(s) shall support centralized voice messaging over the IP network. User interaction with the voice messaging system shall be the same no matter where the user is located on the internal network. This includes, but is not limited to, multi-hop forwarding, message waiting lights, call forwarding to personal greetings, and message retrieval.

H. Proposed system(s) must allow for a common numbering plan.

7.07 E-911 Requirements

A. All 911 calls originating from a County location shall provide an emergency line identification (ELID) number that could be used by the public safety automatic line identification (PSALI) database to identify the
location of the calling party. The ELID number shall be a DID number that is assignable to a single telephone or group of telephones that are in the same area.

B. The system must have the ability for on-site notification that a 911 call has been made. The call shall generate an audible alarm and display the calling party line information to a telephone or a PC.

C. The system should have the ability to present an ELID number based on the data electronics switch port that supports the IP telephone.

7.08 Voice Data Network Integration Requirements

A. The system must offer the following:
   1. SNMP for alarms, enabling the telephone system to integrate with existing data network managers.
   2. LDAP interface with MS Active Directory. The interface shall allow the following system management functions to be accessed:
      i. Add a new user’s telephone and voice mailbox.
      ii. Change a user’s telephone number.
      iii. Change a user’s name.
      iv. Change a user’s VM password.
      v. Update the system telephone directory.
      vi. Change PSTN access privileges.
      vii. Change feature privileges.
      viii. Enable access to applications such as Presence and Audio Conferencing.

7.09 Voice Mail System Feature Requirements

A. Auto Attendant – Provide multiple auto attendants or trees with the ability to do the following:
   1. Play different multi-level greetings depending on the time of day, day of week, or day of year.
   2. Provide a County directory that allows dial-by-number or dial-by-name.
   3. Provide separate auto attendant or trees for departmental use as required. Can be configured/revised by user-department staff.
   4. Allow single-digit option extension.
   5. Provide zero-out option to predefined extension number or secondary tree.

B. Broadcast Message – Provide the ability for the system administrator or operator with the appropriate password to send a message to all users on the voice messaging system.
C. Call Answer – VMS calls shall be answered on the first ring and be time and date stamped.

D. Disconnect Detection – The VMS must detect that a caller has hung up and immediately disconnect and restore the line to service.

E. DTMF Signaling – The system must be able to receive and generate standard DTMF tone signaling.

F. Escape – A caller shall have VMS escape options before or after leaving a message by dialing 0 to reach an operator or up to five digits to an extension.

G. Forwarding – The following forwarded call types must be accommodated by the VMS:
   1. Internal calls within the telephone system
   2. Analog DID, Centrex, 1FBs, or PRI digital service
   3. Toll-free lines
   4. Tie trunk

H. Identification (Pass Codes) Code – Users accessing the system shall enter at least a four-digit pass code, which must be system validated to provide security.

I. Integration – The voice mail system must fully integrate with the proposed telephone system.

J. Message Forwarding – Messages may be forwarded to single or multiple destinations with or without introductory comments.

K. Pass Code Change Control – The system should allow user-controlled pass code changes.

L. PSTN Connection Blocking – It shall not be possible for a caller connected to the PSTN to be reconnected to the PSTN.

M. Security – A caller shall not be able to pass through any auto attendant to reach an outside line.

N. System Announcement/Broadcast – The system must support a system announcement or broadcast message up to five minutes in length to all mailbox subscribers.

O. System Distribution Lists – The VMS shall support a minimum of 50 system distribution lists with a minimum of 100 mailboxes each.

P. Subscriber Mailboxes – Must provide the following:
   1. Password Protection – Access to a subscriber’s mailbox shall be password protected.
   2. Answer Announcement – Individual personalized greetings of up to three minutes for each mailbox are required. At a minimum, the system shall provide standard and extended absence greetings.
3. Menus – The system must provide easy-to-use menus that allow subscribers to send urgent, private, or certified messages.

4. Message Waiting – The system must be capable of lighting a message-waiting light on the user’s telephone and allow a user to set up external notification to pager, cell phone, or other telecommunications device when a new message has arrived.

5. Message Reply – Mailbox owners must be able to reply to a message from a mailbox on the same system.

6. User Controls – The VMS protocol shall provide the following user controls:
   i. Playback messages
   ii. Skip to next message
   iii. Forward/review within the message
   iv. Cancel review
   v. Replay last message
   vi. Replay faster or slower
   vii. Pause
   viii. Append information
   ix. Reply to sender
   x. Forward message (to mailbox or list)
   xi. Create new answer announcement
   xii. Increase playback volume

Q. Tutorial – The system must provide a user tutorial that assists new subscribers with mailbox setup.

R. Message Review – It shall be possible for a caller leaving a voice mail message to review, delete, or edit a message.

S. VMS Remote Maintenance – The system shall be equipped with a remote maintenance port to allow the manufacturer, supplier, or system administrator to connect remotely to perform service or administrative functions.

T. Voice Mail Security Requirements
   1. Audit Trail – Users may designate a necessary written record of message destination, input time, and receipt. This audit trail shall be printed on the administrative console along with daily reports.
   2. Password – At least six digits (alphanumeric), with automatic shut-off should three successive failures occur in trying to gain entry within a ten-minute timeframe or less. At the time of shutdown, an alarm should appear on the on-site administrative terminal.
3. Password Change Control – The ability to force users to change their pass code periodically. This is a variable length of time, which normally can be set by the system administrator as required.

7.10 Call Accounting System Requirements

A. The system must provide browser access for system administration, reporting, and maintenance.
B. The system shall be capable of collecting all inbound (including CLID if provided), outbound, and internal call records from the telephone system.
C. The system shall support Authorization/Account codes.
D. The user database shall support the following inputs or fields:
   1. Telephone number
   2. First and last name
   3. Department or account number
   4. Authorization/account code
   5. Telephone type & associated cost
   6. Location, including building and room number
E. The system shall allow customized call costing for each trunk group.
F. The system shall provide standard and customizable report options, which can be generated monthly, weekly, daily, or ad hoc as needed.
G. The system shall allow monthly reports to be automatically generated and distributed via email or accessed via web browser as designated by the County.
H. The system shall allow reports to be generated on any of the defined user fields.
I. The system shall provide call tracing capability—i.e., the ability to trap individual internal and external telephone numbers and to generate alarms when a call is received or transmitted from a predefined number.

7.11 System Management Requirements

A. The system must offer a complete telephone, voice mail, and call accounting management tool that enables customers to do the following:
   1. Handle system administration for all telephone and voice mail servers and gateways, including the ability to schedule updates, add and delete users, audit status of managed devices).
   2. Provide templates for all telephone models and voicemail box configurations.
   3. Provide alarm management with page-out capability.
   4. Provide scheduling of maintenance functions such as data upgrades, backup, and restore.
5. Provide remote software distribution and installation.

6. Locate unused directory numbers, mailboxes, and unused circuits.

7. Provide tools that allow IT personnel to troubleshoot IP-related issues down to the telephone level, including but not limited to congestion, packet loss, jitter, and CMOS scores.

8. VMS Usage Reports – Shall be available on customer demand or automatically on a pre-programmed basis of quarter-, half-, or one-hour timeframes or daily and weekly. At a minimum, they shall report the following:
   i. Storage space used for announcement or information mailboxes
   ii. Message storage space
   iii. Maximum storage space used during the report interval

9. VMS Traffic Reports – Shall be available on customer demand and should include the following:
   i. Total calls answered
   ii. Total calls routed to station
   iii. Total calls routed to default
   iv. Total calls abandoned
   v. CCS use and call count by input port
   vi. Greetings played
   vii. Number of log-ins
   viii. User connect time
   ix. Caller connect time
   x. Number of messages left
   xi. Number of pages

B. System Backup – Provide a means to back up all telephone and voice mail databases, configurations, greetings, auto attendants, and messages.

C. The management tool should have the following programming tools designed for different user levels:
   1. System Administration Tool – Provides an interface for trained technicians to use to program the system.
   2. Group Administration Tool – Provides an interface that enables administrators and receptionists to make changes to user information (e.g., hunt groups).
   3. Configuration Tool – Enables the installer to get a new system or gateway up and running.

D. The County would prefer a browser interface for the user end.
1. Any browser-based systems shall not use Java or Flash.

7.12 Implementation Requirements

A. Standards – As these specifications are put together with no specific equipment or Respondent in mind, the Contractor shall include in the installation cost multiple informational presentations to the County management. This first round of meetings is to determine the County standards of how the system is to be installed. The Contractor’s customer service personnel shall inform the County Project Manager(s) of decisions that they shall need to make regarding the equipment being installed. The County Project Manager(s) shall indicate which decisions are the County standards and which decisions are available for the departments to make. Any decisions or requests at the department level that either increase cost or are outside of the County standards shall need the written approval of the County Project Manager(s).

B. Database Review – The Contractor’s customer service personnel shall hold departmental meetings with each department to review a County-provided database to identify configuration changes needed to support the proposed system and agreed-upon standards.

C. Documentation – The Contractor shall be responsible for marking the location of each telephone on the County-provided floor plans and updating the County cable records and cut sheets. Following each building cutover, the Contractor shall provide the County with an updated database and cable records in an electronic format (such as Microsoft Excel) and one complete set of updated floor plans. There shall be no exceptions to this.

D. Equipment Installation – The Contractor is required to install, configure, and test all materials and equipment provided under this RFP.

E. System Programming – The Contractor shall provide all system programming and database entry, including but not limited to stations and station features, voice mail boxes, auto attendant trunks, least cost routing, networking, and integrated connections to the voice mail system, system management, call accounting, and data network to provide a fully operational turnkey telephone, voice messaging system, system management, and call accounting system.

F. Data Network Configuration – The Contractor shall be responsible for providing all QoS, VLAN, and IP addressing configuration requirements to support all VoIP applications to the County.

G. Cross Connects- The Contractor will provide and install all cross connects required to support the analog devices and trunk connections.

H. Patch Cord Connections- The Contractor shall be responsible for providing the County with a list of all patch cord connections required to fully install all systems provided.
I. Telephone Labeling - The Contractor is responsible for labeling all phones, and providing templates and tools to neatly and cleanly re-label phones as the need arises.

J. Telephone Test Plan - The Contractor will provide the County with a test plan that they will utilize when placing telephones to verify that the telephone number and features are assigned correctly and are fully functional.

K. Interconnection and Coordination with Local Telephone Utility – The local exchange carrier and/or alternate carrier shall provide trunks and PRIs. The Contractor shall provide complete coordination between switch and local telephone utility regarding T-1 trunks and leased lines. The Contractor must also coordinate with the IT staff for connection to the County network.

L. When installation is complete, the Contractor shall furnish the County with two complete sets (in three-ring binders) of project documentation, as well as electronic copies of project documentation on CDs in MS Office format.

M. The Contractor shall provide documentation as follows:
   1. Logical diagrams for the voice and data products provided, installed, and connected to the network
   2. Static IP numbers assigned to all telephony equipment, noted both on diagrams and on a separate table/spreadsheet
   3. Standard templates for all telephones provided
   4. Numbering plan design for each location
   5. Least cost call routing schemes
   6. Class of restriction tables
   7. Class of service tables
   8. Route and trunk configuration tables
   9. IP networking Quality of Service configurations
   10. Contact center call flow diagram
   11. Dial Number Identification Service (DNIS) assignment
   12. Call recording configuration and telephone assignments
   13. Diagram of all auto attendants/self-service trees/menu services

7.13 Training Requirements

A. Telephone & Voice Mail End User – The Contractor shall conduct on-site, hands-on user training sessions for all users, limited to a maximum of 12 people in any one session. Sessions shall last approximately one (1) hour each. The Contractor is responsible for the cost (if necessary) to install cable from the switch to the training location to provide up to 12 live telephones.
B. System Management – The Contractor shall provide a minimum of sixteen (16) hours of training for two or more system administrators on the use of the system management tools and modules provided, including the following:

1. Familiarization with features of all components
2. Add, move, or change telephones and voice mail boxes
3. Add or change user templates
4. Add or change class of service and trunk group restriction
5. Add or change auto attendants
6. Configuration details of selected applications, and how to configure new users or groups
7. Run traffic reports
8. Find unused numbers
9. Utilization of IP troubleshooting tools
10. Overview of system documentation and use of all system manuals

C. Call Accounting – The Contractor shall provide a minimum of four (4) hours of training for two or more system administrators on the use of the call accounting system provided, including the following:

1. Familiarization with features of all components
2. Moves adds and changes for the following:
   
   i. Users
   ii. Departments & department numbers
   iii. Locations
   iv. Trunk groups
   v. Trunks
   vi. Account codes
   vii. Telephone type
   viii. Rate table updates
3. Report generation
4. Overview of system documentation and use of all system manuals

D. Instruction Manual – Each user is to be provided with an instruction manual with feature codes for their specific instrument defined.

E. Refresher Training – The Contractor shall offer refresher training classes at a designated County facility three weeks after the cutover. This training shall include live telephones for an eight (8) hour day.
F. Training Media – Training media from the manufacturer is required to be left on site or be accessible through the Internet. The County also has the right to record training classes given by the Contractor.

G. Training Manual – A minimum of one (1) complete training manual shall be provided by the date of acceptance, detailing all information necessary for full use of the system proposed. Station user manuals are to be provided for all users. Payment may be withheld until a complete and accurate training manual has been provided.

H. Technical Manual – As a part of the equipment to be delivered, the Contractor shall furnish with the equipment one (1) complete technical service manual describing the telephone equipment and any related items, as well as media in CD and online format.

7.14 Post-Cutover Requirements

A. Cutover – On the day of each cutover and the following five (5) business days, the Contractor is required to provide a project team on site to resolve technical issues, provide follow-up training, and staff a helpline for users to call and report problems.

B. The Contractor is required to complete the following items within the first 30 days following the cutover of each system:
   1. Completion of any outstanding adds, moves, or changes
   2. Internal system traffic study
   3. Refresher training classes
   4. Station software changes
8  **OPTIONAL TELEPHONE EQUIPMENT AND SERVICE**

8.01  Optional Set and Test Telephones. Provide cost to install and test all IP telephones

8.02  Optional Automatic Call Distribution Application (ACD)

A.  All applications provided in support of the ACD under this RFP shall be available to all the County offices.

B.  The ACD and reporting application shall support the following:

1.  **ACD GROUP** – Multiple telephones or agents assigned to the same incoming number. The ACD feature of the switch distributes incoming calls evenly to all telephones or agents in the group based on customer-defined parameters such as longest idle, priority, agent status, and occupancy.

2.  **ACD TEAMS** – The ability to sub-define an ACD group into different teams of agents. Teams can also be used to define subgroups of agents across ACD groups.

3.  **AGENT** – The number of agents that can be simultaneously logged on to the system. Agents are assigned an identification code that they use to log on to a telephone instrument. The Agent ID brings the agent’s individual agent characteristics (skill set assignments, priority levels) to that instrument.

4.  **ACTIVITY CODES** – The ability of the system to accumulate and report information regarding the types of calls handled by agents through use of event recorders or “stroke counts” at the agent set, typically provided via a feature button on the agent set. The system must support use of multiple activity codes per call, with agents allowed to enter these codes at any time during or after the call and with each registration silent to the caller.

5.  **AUTOMATIC AGENT BUSYOUT** – The ability of the system to recognize when a caller is presented to the next available agent and the agent does not answer the call. When such an event occurs, the system automatically removes the agent from the queue, flags the event for reporting, and returns the call to the front of the queue for delivery to the next available agent.

6.  **AUTOMATIC REPORTING** – The ability to program the system to generate historical reports automatically at preset intervals.

7.  **CALLS WAITING DISPLAY** – Display the number of calls waiting in queue.

8.  **DNIS ROUTING** – The ability to route incoming calls to specific ACD groups or routing tables based upon the DNIS or DID number of the call.

9.  **DNIS NAME DISPLAY** – Allows a name to be associated with the dial number terminating on an agent’s telephone.
10. RECORDED ANNOUNCEMENT – Each ACD group shall have the ability to play a minimum of three separate announcements to a caller placed into queue. The first would be provided to a caller upon entering the queue when the ACD group is open. The second would be provided/repeated once a caller has held beyond a predefined threshold. The third would be played when the ACD group is closed.

11. MUSIC ON HOLD – The ability to provide a caller in queue a music or information source in between announcements.

12. MULTI-GROUP QUEUING – The ability of the system to queue a particular call to up to three groups or skill sets at the same time.

13. SUPERVISOR TERMINAL – Browser-based supervisor terminal highlights various information in different colors to draw attention to conditions exceeding customer-established limits.

14. CUSTOMIZED REPORTING – The ability of the system to provide reports that can be customized by supervisors in both format and the calculation of data.

15. HISTORICAL REPORTING – The ability of the system to accumulate data regarding system performance and generate appropriate reports detailing system operation over a specified period. Reporting periods that can be specified must be interval, hourly, daily, weekly, and monthly at the very least. Reports must be capable of being directed to external printers or the supervisor’s terminal screen at the supervisor’s discretion, as well as being stored in a file format suitable for export to an external computing platform for additional processing. Attach documentation to your proposal detailing the reports and the information included in each report that has been included in the cost of the proposed system.

16. ON-DEMAND REPORTING – The ability to request historical reports at any time (for example, shift totals), with the entire reporting format options made available to the supervisor requesting such reports.

17. SUPERVISOR ACCESS – Supervisors can view the current status of their assigned agents and groups, the number of calls waiting for each group, the duration of the longest call waiting for each group, the average speed of answer for each group, the status of each agent, and the length of time that each agent has been in that state. Screen refresh time (the time it takes the system to update the real-time information of the screen) must not be any longer than two seconds.

18. SUPERVISOR ACCESS RESTRICTIONS – The system shall support multiple levels of system administrative and supervisor access to be defined from fully restricted view only to fully unrestricted system access.

C. ACD Implementation
1. ACD Design Reviews – The Contractor’s personnel shall hold separate meetings with the Administrator’s office to determine specific routing, reporting, agent, and supervisor needs of the department as required to fully design and implement a turnkey solution for each group.

2. Equipment Installation – The Contractor shall install, configure, and test all materials and equipment provided under this RFP.

3. System Programming – The Contractor shall provide all system programming and database entry, including but not limited to agents, supervisors, call routing, scripts, custom reports, call recording logs, and system backups to provide a fully operational turnkey Contact Center solution.

D. Training

1. ACD Supervisor/Agent Telephone User – The Contractor shall provide separate training sessions for all ACD telephone users, limited to twelve (12) people maximum in any one session. Sessions shall last approximately one and one half (1.5) hours each.

2. Supervisor Applications – The Contractor shall provide two (2) hours supervisor/management overview training for the following:
   i. Supervisor display, monitoring, and messaging capabilities
   ii. Generating reports
   iii. Setting agent priorities and group assignments

3. System Management – The Contractor shall provide two (2) hours in-depth training for at least two (2) system administrators on the use of the system management tools and modules provided, including the following:
   i. Generating reports
   ii. Setting up and assigning ACD groups
   iii. Setting agent priorities and ACD groups

4. Documentation – Provide overview of system documentation and use of all system manuals.

E. Documentation

1. The Contractor shall provide manuals (full documentation) for all components and an explanation of where and how to obtain support.

2. Instruction Manuals
   i. The Agent Manual shall be customized and provide instructions for all applications to which agents have access.
   ii. The Supervisor Manual shall be customized and provide instructions for all applications to which supervisors have access.
3. Technical Manual – As a part of the equipment to be delivered, the Contractor shall furnish with the equipment one (1) complete technical service manual describing all components implemented in support of the County’s Contact Center Applications, as well as media in CD and online form.

F. Cutover Requirements

1. The Contractor shall provide a minimum of one (1) ACD Specialist for one (1) business day following the cutover of the ACD applications to assist supervisors, agents, and management with the deployed applications.

8.03 Optional Applications

A. Unified Communication

1. PC Desktop
   i. Directory/Contacts Dialing – Provide a drop-down box for name entry and dialing from internal directory or MS Outlook contacts.
   ii. Call Control – Provide call control, including dialing, disconnect, transfer, and conference.
   iii. Key Label – Allow user to change the label associated with feature or line appearance key.
   iv. Speed Call List – Allow user to program numbers into a personal speed call list.
   v. Call History – Allow user to view and redial a minimum of the last 100 calls placed or received at their telephone extension. The history must include the following:
      ♦ Date
      ♦ Start and end time
      ♦ Telephone number
      ♦ Name from system directory and Outlook contacts database

B. Personal Voice Mail Administration – Allow user to change their call coverage destination, outcall notification, and find me number.

C. Status Change – Allow user to select a status that approximates their current state from a group of predefined definitions.

D. Presence – The ability to dynamically display a person’s or group of peoples’ availability or status for various communication systems, including desktop and mobile telephone, IM, PC activity, and Outlook calendar information.

E. Work Groups/Buddy List – Each user must be allowed to define work groups or a buddy list and assign other users as required, provided their restriction class allows.
F. Restriction Class – Provide a means to restrict which users an individual can view in their buddy list or workgroup.

G. Collaboration – Provide the means to allow real time file sharing and white boarding.

H. Docking – Allow user to dock the application on the top, side, or bottom of monitor or minimize to system tray if desired.

I. Speech Activated Auto Attendant
   1. System Management – The system shall be integrated with the telephone/voice mail and shall allow new user information to be updated from the telephone system management terminal.
   2. Auto Attendant – Provide multiple auto attendants or trees with the ability to do the following:
      i. Play different multi-level greetings depending on the time of day, day of week, or day of year.
      ii. Provide a County directory that allows users to reach their desired party by speaking a name or department.
      iii. Provide separate auto attendant or trees for departmental use as required. Can be configured/revised by user-department staff.
      iv. Allow single-digit option extension.
      v. Provide zero-out option to predefined extension number or secondary tree.
   3. Optional Voice Mail Applications
      i. Find Me Follow Me – Allows callers to reach a user at an alternate number based on rules the user defines, such as time of day, day of week, and calling line ID.
   4. Optional Integrated Messaging Requirements
      i. The County would prefer to maintain separate servers for e-mail and voice mail, but they shall consider other options.
      ii. MS Exchange 2010
      iii. MS 2007, 2013, 2016 and Office365 Outlook Clients
      iv. The system shall provide a unique identifier for voice, fax, and e-mail messages in the subscriber’s e-mail inbox.
      v. Playback Options
         ♦ Shall have the ability to play back voice mail messages through a multimedia PC.
         ♦ Shall have the ability to control playback of voice mail messages on the PC while listening to them on a telephone.
vi. Provide user with the ability to determine the total number of new voice and e-mail messages upon login to voice mail mailbox.

vii. Allow user to reply to an internal e-mail or voice mail message with voice or e-mail response.

viii. Allow user to save a voice message as a .WAV file so that it can be attached to an e-mail and sent to any e-mail address.

ix. The system shall support browser access.

J. Optional Applications Implementation – For any optional items/systems accepted by the County and made part of the contract, the delivery, installation, and configuration shall be included in the project schedule.

K. Personnel – The Contractor shall provide personnel who specialize in deployment of the selected option and are fully certified on the applications provided.

L. Standards – As these specifications are put together with no specific equipment or Respondent in mind, the Contractor shall include in the installation cost two (2) hours to provide informational presentations for each option selected to the project team.

M. Design Reviews – The Contractor’s personnel shall include any option selected in the departmental design meetings.

N. Equipment Installation – The Contractor is required to install, configure, and test all applications, materials, and equipment provided under this RFP.

O. System Programming – The Contractor shall provide all system programming and database entry for any option selected by the County.

P. Clients – Client software shall be centrally administered and support remote installation or allow the service to be pushed to an end user’s PC. The Contractor shall install the first 25 clients for each option selected that requires a client to be loaded on the end user’s personal computer or mobile device.

Q. Database – Contractor shall provide all database entry needed to ensure the applications provided function according to the County, manufacturer, and industry standards.

R. Optional Application Training

1. User – Training sessions shall be limited to twenty (20) people maximum in any one session. Sessions shall last approximately one (1) hour each.

2. System Management – The Contractor shall provide in-depth training for at least two (2) system administrators on the use of the system, including the following:
   i. Client installation
ii. Database management  
iii. Class of service definitions  
iv. System management and alarms  

3. System Documentation – The Contractor shall provide an overview of the system documentation and the use of all system manuals.

S. Optional Application Documentation  
1. Full Documentation – Contractor shall provide manuals for all components and shall explain where and how to obtain support.  
2. Instruction Manual – User manual shall be customized and provide instructions for all applications that users have access to.  
3. Technical Manual – As a part of the equipment to be delivered, the Contractor shall furnish with the equipment one (1) complete technical service manual in electronic format describing all components implemented in support of any application provided.

T. Optional Application Post-Cutover Requirements – The Contractor shall provide a minimum of one (1) application specialist for one (1) business day following the cutover of any of the options implemented to assist users and management with the deployed applications.

8.04 Optional Uninterruptible Power Supply (UPS) devices  
A. There may be a requirement to upgrade or replace several of the County’s existing UPS systems in order to provide a minimum of one half hour of run time.  
B. Proposer shall determine the UPS capacity needed at each location, taking into account these specifications, existing UPS systems and the load of the switch equipment and telephone hardware.  
C. New or upgrade UPS units may or may not be required at the Government Center.  
D. UPS systems are intended to provide temporary power to network devices and to PoE devices (especially phones) connected to switches in the event of an electrical power outage, but also to level out power sags (brownouts), spikes and surges in order to protect the network devices.  
E. All new or upgrade UPS systems must be equipped with network interface cards or reuse the existing.  
F. All new or upgraded UPS systems will integrate with the County’s infrastructure manager.  
G. Tab 6 in the Response Form of this RFP requires Proposers to fill in UPS model numbers and type of electrical outlets required (amperage and connector type).  
H. Delivery to the buildings in which the UPS devices are to be installed, and labor to configure software and install the UPS devices must be included in the proposal cost.
I. Provide trade in value for all UPS units that are replaced.
J. UPS devices shall be rack mounted. Include in pricing all labor and necessary materials to rack mount all UPS devices.
K. Include all necessary hardware and software for use with SNMP (required). Included SNMP systems must be capable of sending alerts to County personnel in the event of faults, including at a minimum alerts re: loss of electrical power and low battery power.
L. UPS systems shall protect against spikes, surges, power sags (brownouts) and blackouts. (Fully online.)
M. UPS systems must supply 30 minutes of power at 50 percent load.
N. The buildings shall be equipped with UPS systems capable of supporting the network switches (at 100% PoE capacity) within that space.
O. The UPS units must also provide sufficient capacity for voice system shared equipment (servers) that may be located there.

8.05 Optional Music on Hold Source

A. Provide music on hold device equipped to support connection to proposed telephone system.
B. Solution must offer a wide variety of licensed royalty free music for the County to select from.
C. Allow County insert County or professionally recorded announcements and have them played intermittently with the music.
9 DATA NETWORK REQUIREMENTS

9.01 The Contractor shall have as a part of its implementation team a network engineer completely capable of analyzing and implementing proper Quality of Service configurations necessary to support VOIP utilizing current and new customer provided Cisco network devices. This person shall be available throughout the implementation phase of the project to assist the project team with the VoIP assessment engineering and configuration recommendations for implementing IP telephony across the County’s existing LAN.

9.02 The Contractor must provide a complete VoIP network assessment and make recommendations on any configuration changes needed to support the proposed system, including the following:

A. Traffic Emulation – The Contractor must deploy software at each County location to be serviced by the VoIP telephone system that generates VoIP traffic. The test must be run for a minimum of 48 hours during the normal business week.

B. LAN – Emulate 30% of a building’s telephone users traversing the building LAN.

9.03 The Contractor shall provide a report that identifies any errors, including any latency and jitter issues, and shall provide recommended resolutions.

9.04 The Contractor shall provide detailed LAN configuration specification and best practices required to support all installed VoIP components.

9.05 Implementation

A. The Contractor is responsible for working with the County to understand its IP addressing scheme and for implementing this scheme to support all applications provided under the RFP.

B. The Contractor is responsible for working with the County to ensure the proper VLAN and QoS configurations are implemented to support all applications provided under this RFP.

C. The Contractor shall be responsible for understanding the County’s network device naming convention and shall implement device names on all new devices and all relocated devices.

9.06 When installation is complete, the Contractor shall furnish the County with two complete sets (in three-ring binders) and one soft copy in MS Office format of data network project documentation. Contractor shall provide documentation as follows:

A. Logical diagrams showing all installed equipment.

B. IP addresses assigned to all equipment shall be noted both on diagrams and on a separate table/spreadsheet.
10 COUNTY RESPONSIBILITIES

10.01 Patch Cord Connections – The County shall provide and complete all patch cord connections required in all locations.

10.02 Telephone Set & Test – The County shall install and test all IP telephones, per Contractor specified test plan.

11 COST

11.01 Provide all costs requested in Exhibit A: Cost Worksheet of the RFP. Insert a hard copy of the completed worksheet in this section of the response and a soft copy in MS Excel format with the original copy of the response.

12 BILL OF MATERIAL AND EQUIPMENT SPECIFICATIONS

12.01 Provide an itemized bill of material (BOM) including all hardware, software, and labor for all voice, voice mail, and optional applications proposed in response to this RFP.

12.02 Provide the quantity of network connections by location that shall be required to connect the core telephone system, remotes, and all peripheral equipment (excluding telephones) to the data network.

12.03 The following minimal system specifications are requested for all proposed products including all UPS systems:
   A. Model Number
   B. Equipment dimensions
   C. System weight and floor loading for each configuration presented
   D. Special floor or cabling requirements
   E. Detailed electrical requirements, including receptacle type, frequency, voltage, amperage, grounding, etc.
   F. Heat dissipation
   G. Temperature ranges

12.04 Recommended hardware spare kits for maintenance.

13 RESPONDENT ASSUMPTIONS

13.01 Provide a complete list of any equipment that the County will need to provide, such as hardware, software, and servers required to support the proposed telephone system, voice mail, and all optional equipment/applications. The list shall include detailed specifications and be organized to allow the County to determine which alternate or option the equipment shall support.

13.02 The Contractor must provide all equipment, including but not limited to hardware, software, servers, and labor required to support and install the proposed telephone system, voice mail, and all optional equipment/applications proposed, unless it has been identified in this section.

13.03 Provide details of any other assumptions taken in preparing your response to the RFP.
14 **Installation Methodology and Drawings**

14.01 Installation Methodology

A. Provide a detailed description with diagrams of how the proposed system shall be phased in over a period of weeks or months. Include the following:

1. Time line for each phase beginning with contract signing
2. Logical description of how the equipment/systems shall be rolled out to all locations
3. Database collection
4. Network assessment
5. Application deployment
6. Training
7. Acceptance and warranty

14.02 Provide a rack diagram for all locations, including but not limited to servers, gateways, and card cages.

14.03 Provide a complete network diagram depicting all physical and logical inter- and intra-building network facilities to be utilized in the installation, including the required number of network port.

15 **Acceptance Testing**

15.01 Provide the manufacturer’s recommended installation and acceptance test plan for all proposed products and applications.

16 **Software Upgrades and LDAP Interface**

16.01 Provide a detailed description of what is included in the proposed software upgrade maintenance, including the following:

A. What type of upgrades are included (e.g., major or release, minor or versions, updates and patches)?
B. What is the frequency of each upgrade?
C. How many of each type of upgrade were required over the past year on the proposed products?
D. How is each of the upgrades accomplished/implemented, and what impact do they have on the system availability?
E. How are IP phones and gateways affected?
F. What tools are used to manage the upgrades?

16.02 LDAP Integration with MS Active Directory (AD) – Provide a detailed description of the system management functions that can be accessed from AD utilizing LDAP for the proposed telephone system, voice mail system, and optional applications.
17 RESPONDENT AND SUBCONTRACTOR QUALIFICATIONS, SUPPORT CAPABILITIES, AND REFERENCES

17.01 Information about the Respondent

A. Company name
B. Legal name (if different)
C. Years in business
D. Number of years selling systems similar to this Proposal
E. Contact person
F. Full mailing address
G. Telephone number
H. Fax number
I. E-mail address
J. Name and phone number of bonding company
K. Number of full-time employees
L. Number of technical/installation personnel (minimum of four dedicated to this project)
M. Names and titles of personnel who would be providing the training for the equipment in this project (attach listing of experience with similar projects)
N. Name of person who would be project manager for this project (attach listing of experience with similar projects)
O. Dunn and Bradstreet Number
   i. Respondent - _________________________
   ii. Voice Manufacturer - ___________________
   iii. Other Manufacturer - ___________________

17.02 Qualification and Requirements

A. If more than one (1) company is involved in the installation, training, and/or support after installation, there must be a Prime Contractor. This Prime Contractor assumes responsibility for all other entities involved.
   1. List Prime Contractor here:

   ____________________________________________
B. The response shall include a statement from all involved Respondents agreeing that the configuration shall work as specified and that all Respondents shall work under the Prime Contractor to resolve any configuration or interoperability problems during the installation process at no additional cost to the County. Write statement below.

______________________________________________________________________
______________________________________________________________________

17.03 Experience and Existing Customers – How many similar systems has the Respondent sold/installed?

A. In the area: _______
B. Statewide: _______
C. Nationwide: _______

17.04 Telephone System – All prospective Respondents must provide a minimum of three installation and three maintenance references using the reference format provided below. The references must be in the State of Minnesota, similar in scope and size to the County’s project and must demonstrate the following:

A. At minimum, one of the three references must have at least 100 telephones deployed in a multi-building environment.

B. References must demonstrate that the Respondent has extensive knowledge of all equipment proposed and has at least one (1) year of experience with the same system(s) in the same environment.

C. **References will be contacted – please verify information before submitting.** Use the format below for all references. All references will be called. Please inform your contacts that a 10 to 15 minute call may be anticipated.

Reference Format:

Organization Name __________________________________________________
Address ___________________________________________________________
Type of Business ____________________________________________________
Contact Person _____________________________________________________
Telephone Number __________________________________________________
Fax Number _______________________________________________________
Dates of Installation _________________________________________________
Description of System ______________________________________________
Number of Lines/Ports/Jacks __________________________________________
Number of Networked Locations _______________________________________


D. Subcontractors/Partners

1. The applicable terms and provisions of the contract documents shall bind every subcontractor. Further information about subcontractors may be requested prior to award.

2. Identify all subcontractors or partners used for any purposes. Failure to disclose subcontractors/partners may lead to disqualification. Include separate sheet(s) labeled “Subcontractors/Partners,” if necessary.

<table>
<thead>
<tr>
<th>Business Name</th>
<th>Years’ Experience</th>
<th>Type of Work</th>
<th>Percent of Project</th>
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</tbody>
</table>

E. References for Subcontractors/Partners – Include below three (3) references for EACH subcontractor. (Duplicate this page if needed for multiple subcontractors.) Again, preference shall be given to Respondents with references for implementations at organizations most similar to the client.

Subcontractor References will be contacted – please verify information before submitting. Utilize the format below for all subcontractor references. All references will be called. Please inform your contacts that a 10 to 15 minute call may be anticipated.

Subcontractor Reference Format

Organization Name ____________________________________________

Address _____________________________________________________

Type of Business ______________________________________________

Contact Person _______________________________________________

Telephone Number _____________________________________________

Fax Number _________________________________________________

Dates of Installation __________________________________________

Description of System _________________________________________

Number of Lines/Ports/Jacks __________________________________

Number of Networked Locations _________________________________

17.05 Telephones Service after Installation

A. How many service personnel trained in maintaining the proposed systems does Respondent employ in the County’s area? Please indicate location closest to the County.

   i. Trained Service Personnel: _________

   ii. Location: _________________
iii. Ratio of Installed Lines to Certified Techs: ____________

B. Provide the address of Respondent’s service center(s) closest to the County:
   i. Company
       _______________________________________________
   ii. Address
       _______________________________________________
   iii. Telephone Number
       _______________________________________________

C. Who shall maintain parts inventory? At what location?
   i. Company
       _______________________________________________
   ii. Address
       _______________________________________________
   iii. Telephone Number
       _______________________________________________
   iv. What critical component parts are kept in stock at this location?

17.06 Financial statements – Upon request, financial statements from the Respondent, Manufacturer, and subcontractor(s) inclusive of cash flow sheet, income sheet, balance sheet, and asset liability statement for the last three (3) years shall be provided.

18 Project and Maintenance Team

18.01 Provide names, titles, resumes, and training certificates of installation project team members.

18.02 Provide names, job titles, and training certificates of service personnel who will be assigned to the County after installation.

19 Exceptions and Clarifications

20 Exhibits

20.01 MC TS RFP Exhibit A - Cost Worksheet
20.02 MC TS RFP Exhibit B - Morrison County WAN Drawing (5.03)
20.03 MC TS RFP Exhibit C - Morrison County Sample Contract
For all items requested in this section, the Respondent shall include, the cost to provide all servers, hardware, software, equipment, shipping and labor to provide, install, configure, and cutover or make operational a fully functioning turnkey system. The pricing will be based on the requirements provided in the RFP and the configuration requirements described in this table or those provided in The Telephone Configuration Table 7.01.E

Telephone System - The telephone system shall include the items listed below and shall be sized based on the quantities provided in the Telephone System Configuration Table.

A. System Management Tools with access from any location in the County
B. Call Accounting
C. Traffic reporting software
D. Handset cords
   Short
   Medium
   Long
F. Auto out-dial to service center on alarm
G. Remote maintenance callback modem for all locations (or whatever Respondent determines is best alternative for their equipment)

<table>
<thead>
<tr>
<th>Hardware &amp; Software</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Cost</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Warranty Following Final Acceptance</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total</td>
<td>$0.00</td>
<td>$0.00</td>
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Year 2

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Year 3

<table>
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<th>ARC</th>
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Year 4

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Year 5

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<tr>
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<th>NRC</th>
<th>ARC</th>
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<tbody>
<tr>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
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</tbody>
</table>

Voice Mail - The voice mail system shall be sized based on the requirements below.

A. Voice Mail Configuration Requirements
   1. Ports Total equipped ports 20 with a capacity of 48 as show below.
   2. 266 voice mail boxes; minimum capacity of 600
   2. 25 Auto Attendants
   3. 200 hours of storage; minimum capacity of 500

<table>
<thead>
<tr>
<th>Hardware &amp; Software</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Cost</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
### 4 Optional Telephone Equipment/Services Configuration Requirements

**A.** The County shall determine which, if any, of the options listed below will be included in the contract based on their cost and impact on the overall project budget.

**B.** Telephones Set & Test – Provide cost to install and test all telephones.

<table>
<thead>
<tr>
<th>Purchase Cost Category</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**C.** Contact Center Applications – The Contact Center Application shall be sized based on the configuration requirements below.

<table>
<thead>
<tr>
<th>Purchase Cost Category</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware &amp; Software</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Warranty Following Final Acceptance</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**D.** PC Desktop Unified Communications Applications (Contractor to install first 25 desktops)

<table>
<thead>
<tr>
<th>User Group</th>
<th>Purchase Cost Category</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 250 Users</td>
<td>Hardware &amp; Software</td>
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<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
## 2. Provide cost to install and configure the following PC desktop UC application clients

<table>
<thead>
<tr>
<th>Purchase</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
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</table>

### E. Speech Activated Auto Attendant - The Speech Activated Auto Attendant shall provide 8 speech activated auto attendant ports to support all extensions and departments in the County. The contractor will also configure up to 25 auto attendants.

<table>
<thead>
<tr>
<th>Purchase</th>
<th>NRC</th>
<th>ARC</th>
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</thead>
<tbody>
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<td><strong>$0.00</strong></td>
</tr>
<tr>
<td>Maintenance : Year 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 3</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 4</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 5</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### F. Optional Voice Mail Equipment - (Contractor to install first 25 desktops for all of the options requested below).

#### 1. Integrated/Unified Messaging with MS Exchange

<table>
<thead>
<tr>
<th>Purchase</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. 250 Users</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hardware &amp; Software</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Warranty Following Final Acceptance</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
</tr>
<tr>
<td>Maintenance : Year 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 3</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 4</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 5</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
### 2. Fax, Store, and Forward

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Purchase Cost</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware &amp; Software</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Warranty Following Final Acceptance</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
</tr>
<tr>
<td>Maintenance: Year 2</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 3</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 4</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 5</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### 3. Find Me, Follow Me

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Purchase Cost</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware &amp; Software</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Warranty Following Final Acceptance</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
</tr>
<tr>
<td>Maintenance: Year 2</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 3</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 4</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 5</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### 4. Provide cost to load and configure the following integrated messaging clients

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Purchase Cost</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware &amp; Software</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Warranty Following Final Acceptance</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
</tr>
</tbody>
</table>

### G. Mobility - Cost to implement recommended solution for the following quantities.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Purchase Cost</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware &amp; Software</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Warranty Following Final Acceptance</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
</tr>
<tr>
<td>Maintenance: Year 2</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 3</td>
<td>Year 4</td>
<td>Year 5</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>-------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
</tr>
</tbody>
</table>

H. UPS

1. Provide cost to upgrade or replace existing APC UPS systems to support addition of voice to the existing systems.

<table>
<thead>
<tr>
<th></th>
<th>Purchase Cost</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware &amp; Software</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Warranty Following Final Acceptance</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Trade In Value (Show as negative number)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

I. Music On Hold Device

1. Provide cost to supply Music on Hold Device and Music

<table>
<thead>
<tr>
<th></th>
<th>Purchase Cost</th>
<th>NRC</th>
<th>ARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware &amp; Software</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Professional Services Labor</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Warranty Following Final Acceptance</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$0.00</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

5. Provide hourly rate to provide a remote system administration support to perform moves, adds and changes during normal business hours.

<table>
<thead>
<tr>
<th></th>
<th>Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warranty Period</td>
<td>$0.00</td>
</tr>
<tr>
<td>Maintenance: Year 2</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 3</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 4</td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 5</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

*Maintenance pricing will be used for evaluation purposes. The County reserves the right to accept or not accept the maintenance pricing.*
### 6 Provide Detailed Add and Delete Schedule

<table>
<thead>
<tr>
<th>Part Number &amp; Description</th>
<th>Pre-sale</th>
<th>Pre-cut</th>
<th>Post-cut</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example 1 (Type 1 Telephone with license)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Example 2 (Type 2 Telephone with license)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Example 3 (Type 3 Telephone with license)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Example 4 (Softphone)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Example 5 (PRI Trunk Card)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Example 6 (Analog Line Card)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

| Performance Bond:                      | $0.00    | $0.00   |
| Payment Bond:                          | $0.00    | $0.00   |
ONT Information: ONT #2
Location: Downstairs in telephone room
Little Falls – CH: 1-1-1 – SS: 2-24 FC 446
766GX-R C0NK00134FB7
T1 Port 1 – PRI #1
T1 Port 2 – (Reserve for PRI#2)
Ethernet Port 1 – TLS – 20 MB

Morrison County Government Center
213 1st Ave SE
Little Falls, MN 56345

VLAN 277

ONT Information:
Location: In network room
Little Falls – Ch:1-1-1 – SS: 2-22 FC: 117
727GE 0006F790
Ethernet Port 1 – TLS to Main Building
- 20 MB - VLAN 277

Morrison County Public Works
1208 W River Rd
Little Falls, MN 56345

KEY:
Customer Owned
Fiber

Version: 09.01.15
Morrison County
Government Center

ONT Information: ONT #2
Location: Downstairs in telephone room
Little Falls – CH: 1-1-1 – SS: 2-24 FC 446
766GX-R CNK00134FB7
T1 Port 1 – PRI #1
T1 Port 2 – (Reserve for PRI#2)
Ethernet Port 1 – TLS – 20 MB
Pots Line 1 – 320-631-2893 - FAX
Pots line 2 - 320-632-0179 - FAX

Century Link
320-639-2941
- 3.LXFU.533874..NW – Pr 13
320-632-2522
- 3.LXFU.533969..NW – Pr 15
320-632-6329
- 3.LXFU.533967..NW – Pr 14
320-632-5182
- 3.LXFU.533887..NW – Pr 12

Site Contact
Beth Hamlin
Executive Assistant
BethH@co.morrison.mn.us
Work #: 320-632-0292
After Hours #:
John Erdicha
Facilities
Work #: 320-632-0298

IT Vendor

ONT Information: ONT #1
Location: Downstairs in telephone room
Little Falls – CH: 1-1-1 – SS: 2-25 - FC 445
766GX-R CNK00005D30E
T1 Port 1 – PRI #2
T1 Port 2 – BAD -PRI – NOISY
T1 Port 3 –
T1 Port 4 – Ethernet Port 1 – (Reserve for TLS to Public Works)

Customer owned Cisco 1841 Router

KEY:
Customer Owned
Fiber

213 1st Ave SW, Little Falls MN
ONT Information:
Location: In network room
Little Falls – Ch:1-1-1 – SS: 2-22 FC: 117 727GE 0006F790
Ethernet Port 1 – TLS to Main Building
- 20 MB
Pots line 1 – 320-631-0025 – Alarm
Pots Line 2 – 320-631-0026 – Alarm

Customer owned Cisco 1841 Router
COUNTY OF Morrison

CONTRACT

This Agreement made this ___________ day of ______________, 2015, by and between the COUNTY OF MORRISON, herein call COUNTY, and _____________________________, herein called the CONTRACTOR.

WITNESSETH: That the contractor, for and in consideration of the payment or payments herein specified and by the County to be made, hereby covenants and agrees to furnish all materials (except such as is specified to be furnished by the County), all necessary tools and equipment and to do and perform all the work and labor as specified in the Morrison County IP-Based Voice Communications System Request for Proposal.

It is understood and agreed that the Quotation Specifications and Exhibits and any addenda issued by the COUNTY on this project, are made a part of the Project Contract, and the work shall be done in accordance therewith.

CONTRACTOR shall not enter into any subcontract for performance of any services and/or materials considered under this Contract nor assign any interest in the Contract until all conditions and provisions as set forth in the Morrison County IP-Based Voice Communications System Request for Proposal are met. The Contractor shall be responsible for the performance of all subcontractors.

Any alterations, modifications, or waivers of the provisions of this Contract shall only be valid when they have been reduced to writing, and signed by authorized representatives of the COUNTY and CONTRACTOR.

IN WITNESS WHEREOF the County of Morrison has caused this Contract to be signed by its duly authorized officers and the CONTRACTOR has hereunto set its hand.

(Contractor) COUNTY OF MORRISON
BY ______________________________ BY __________________________
Morrison County Board Chair
TITLE ___________________________ Morrison County Administrator

Approved as to form and execution this ___________ day of ______________, _____